**Section 430.40 Complaints**

a) The Office of Inspector General accepts complaints in writing from the general public. The OIG also maintains a toll-free hotline for public complaints. Anyone wishing to file a complaint with the office may send written comments to:

Office of the Inspector General

Illinois Department of Children and Family Services

2240 West Ogden

Chicago IL 60612

Call toll-free at 1-800-722-9124

b) Complaints will be evaluated to determine if they suggest possible misconduct, misfeasance, malfeasance, or violation of rules, procedures or statutes by a:

1) DCFS employee;

2) foster parent;

3) service provider or its employees; or

4) contractor of DCFS or its employees.

c) All complaints shall be reviewed to determine whether a full investigation is warranted.

d) Complaints will not be accepted unless:

1) The complaint alleges misconduct, misfeasance or malfeasance or a violation of rules, procedures or statutes or a basis for employee licensure action pursuant to 89 Ill. Adm. Code 412.

2) The complaint is against a person within the jurisdiction of the Inspector General's office.

3) The allegations can be independently verified through investigation.

e) The Inspector General will determine within 2 weeks after receipt of a complaint whether it will be accepted for an initial investigation. A full investigation will include an examination of all relevant documents and interviews of relevant persons.

f) Complaints alleging a basis for a child welfare services employee licensure action will be submitted to the appointed staff of the Child Welfare Employee Licensure Board and will be evaluated pursuant to 89 Ill. Adm. Code 412.60 (Investigation, Notice and Proceedings Involving Formal Complaints).