**Section 801.160 Complaints Concerning Licensees**

a) Complaints alleging abuse or neglect of children shall be reported immediately to the Department of Children and Family Services in accordance with 89 Ill. Adm. Code 300. The Department of Children and Family Services shall immediately notify the Department upon receipt of any such allegation.

b) Complaints alleging excessive use of force shall be reported immediately to the Licensing Administrator. The Licensing Administrator shall notify the Department of Children and Family Services upon receipt of any such allegation.

c) All other complaints concerning secure residential youth care facilities shall be directed orally or in writing to the Department's licensing representatives serving the facility, if known, or to:

Illinois Department of Corrections

Deputy Director of the Juvenile Division

1301 Concordia Court

P. O. Box 19277

Springfield, Illinois 62794-9277

Attn: Licensing Administrator

(217)522-2666