**Section 1150.1400 Complaint Procedure**

A complaint regarding any decision rendered by or action taken by the Department pursuant to this Part may be filed with the Department by submitting a written statement setting forth all the facts and circumstances together with the basis for making such complaint and specifically how such decision or action is alleged to be in contradiction of this Part. Upon receipt of a complaint, the Department will determine whether, in the decision or action complained of, the Department or Staff has acted in accordance with this Part and advise the person submitting the written statement as to this determination and as to what additional action, if any, the Department will take. Provided, however, that any such complaint must be filed within 14 days from the time the person complaining becomes aware of the decision or the action is announced to the public, whichever occurs first.

(Source: Amended at 22 Ill. Reg. 15581, effective August 17, 1998)