**Section 690.160 Complaints and Investigations**

a) Upon complaint, the Department shall investigate an applicant or licensee. Such complaint may be filed by any person or health facility or other nurse agency and may be in writing, in person or by telephone. Any complaint made in person or by telephone must also be made in writing. The Department may institute an investigation based on a nonwritten complaint if the Department determines that the public interest, safety or welfare is at risk.

b) The Department shall notify the applicant or licensee in writing of the complaint and the applicant or licensee may submit comments and information.

c) The name of persons who file complaints are considered confidential and are exempt from disclosure under section 7(b)(iii) of the Freedom of Information Act (Ill. Rev. Stat. 1989, ch. 116, par. 207).