**Section 265.1400 Inspections and Investigations**

a) *The Department shall perform licensure inspections of* birth centers, *as deemed necessary, to ensure compliance with* the *Act* and this Part. (Section 25(c) of the Act)

b) Birth centers shall be subject to and shall be deemed to have given consent to all inspections by properly identified personnel of the Department, or by other such properly identified persons as the Department might designate. In addition, representatives of the Department shall have access to and may reproduce or photocopy any books, records, and other documents maintained by the birth center or the licensee to the extent necessary to carry out the Act and this Part.

c) *The Department may* *investigate an applicant or licensee on its own motion* or based upon complaints received by mail, electronic means, telephone, or in person. (Section 50 of the Act)

1) Complaints in regard to birth centers licensed under the Act and this Part may be submitted either in writing, by telephone or by other electronic means to the Department's Central Complaint Registry.

2) The Department will conduct an investigation of all complaints received. An appropriate investigation may include, but is not limited to, record reviews and/or telephone interview, on-site surveys or a combination of methods.

d) *The Department shall investigate an applicant or licensee* whenever it receives *a verified complaint in writing of any person setting forth facts which if proven would constitute grounds for the denial of an application for a license, refusal to renew a license, suspension of a license or revocation of a license*. (Section 50 of the Act)