**Section 295.1090 Complaints**

*The Department* will *conduct an on-site review and evaluation of an assisted living or shared housing establishment found to be in violation of the Act within a specified period of time based on the gravity and severity of the violation and any pervasive pattern of occurrences of the same or similar violations*. (Section 110(c) of the Act)

a) Complaints may be submitted either in writing, by telephone, or by other electronic means to the Department's Central Complaint Registry.

b) The Department will conduct an on-site investigation (see Section 295.1070) of all complaints alleging abuse or neglect within seven days after the receipt of the complaint, except that complaints of abuse or neglect that indicate that a resident's life or safety is in imminent danger shall be investigated within 24 hours after receipt of the complaint. All other complaints will be investigated within 30 days after the receipt of the complaint.

c) The Department may address those complaints that do not require an on-site review through record review and/or telephone interviews.

d) At the initiation of a complaint investigation, the Department may inform the establishment that a complaint has been filed and of the specific nature of the complaint so that the identity of the complainant or resident involved is not disclosed.

e) The Department will review and consider any information submitted by the establishment in response to an investigation.

f) The Department will determine whether the Act or this Part has been violated and will inform the complainant and the establishment of its findings in writing within 20 days after its determination. The notice of such findings shall include the reason for the determination and a statement of the right to appeal pursuant to the Department's Rules of Practice and Procedure in Administrative Hearings.

(Source: Amended at 47 Ill. Reg. 13264, effective August 30, 2023)