**Section 2060.333 Complaints**

a) A complaint shall be filed with this Department whenever evidence is discovered that indicates non-compliance with this Part by any other organization providing services licensed under this Part or about any person suspected of providing unlicensed services. An individual may also file a complaint with the Department relative to any service. In all cases, complaints shall be directed to the Department as follows:

1) complaints may be received verbally but shall be documented in writing by the complainant before any official Department action is undertaken;

2) any supporting documentation relative to the complaint shall also be submitted to the Department; and

3) the Department shall notify the organization of any complaints that it receives relative to any service provided within the organization.

b) The complaint procedure poster furnished by the Department shall be posted in an area accessible to persons at all times.