**Section 411.85 Investigation of Complaints, Potential Deficiencies or Violations Concerning Licensees**

a) Complaints alleging abuse or neglect of children or youth in the facility shall be investigated by the Department of Children and Family Services in accordance with 89 Ill. Adm. Code 300 (Reports of Child Abuse and Neglect).

b) The Department shall initiate a timely investigation of all other licensing complaints, potential deficiencies, violations, or evidence of grounds for revocation or termination of the license.

c) Department investigations shall include an interview with the person making the complaint, if known, and with others who may have knowledge relevant to the complaint or deficiency.

d) An unannounced visit by the licensing representative shall be made to the location of the facility.

e) The facility's refusal to allow the licensing representative to conduct the investigation or failure to otherwise cooperate in the investigation is basis for revocation of the facility license.