

HOW TO FILE A COMPLAINT AGAINST A LICENSEE

If you wish to file a complaint against any individual or entity regulated by the Division of Professional Regulation you may contact the Complaint Intake Unit at 312-814-6910. All complaints will be promptly forwarded to a Division investigator.

Complaints may also be submitted in writing to the address on the cover, made in person at either the Division's Springfield or Chicago office, or by accessing our Web site at www.idfpr.com. When submitting a written complaint, please be as detailed as possible, including your name, address and telephone number so a Division investigator can contact you if necessary.

ANONYMOUS COMPLAINTS

It is especially important to be as detailed as possible when submitting a complaint against a licensee if you decide to complain anonymously. While anonymous complaints receive the same amount of consideration as any other complaint, successful investigation and prosecution is not as common since most cases rely upon an identifiable complainant or witness.

UPDATES OF CASE PROGRESS

Complainants will receive periodic updates pertaining to the current status of investigation or prosecution. Correspondence a complainant receives includes an acknowledgment letter indicating the complaint was received and provides a case number the complainant must refer to in any subsequent correspondence or telephone calls. Notification will also be sent to the complainant when the case is closed indicating the final disposition of the case.

UNLICENSED PRACTICE AND CRIMINAL VIOLATIONS

Complaints of unlicensed practice are investigated to the extent of any other complaint. The Director of the Division of Professional Regulation may issue a cease and desist order, and may order civil penalties against the individual who is practicing without a license. Unlicensed practice cases can, in some instances, be forwarded to the Illinois Attorney General or a county state's attorney for criminal prosecution.

In addition, the Division will refer cases that appear to involve criminal activities to the proper law enforcement agency. Many cases that are referred for criminal prosecution have resulted in criminal convictions. Criminal violations that are revealed in complaints on a regular basis include unlicensed practice of various professions, theft, forgery, unlawful use of weapons, diversion of controlled substances for illegal use, and other related offenses.

INVESTIGATION AND PROSECUTION

When a complaint is received from the public, it is promptly assigned to a Division investigator. The investigator is responsible for determining if there has been a potential violation of a licensing law, or Division rules and regulations. After developing the facts in cases where there appears to be a violation, the investigator refers the cases to a prosecuting attorney. However, if there is insufficient evidence to indicate a violation of the particular licensing statute, the investigative file is normally closed.

Completed investigations in which there appears to be sufficient evidence of a violation are forwarded to the Division's legal staff for review. Cases are assigned to a prosecuting attorney and

may be more fully investigated with a focus toward filing formal administrative charges against the licensee for specific violations. If the attorney concludes that the case has been thoroughly investigated and there is sufficient evidence supporting the complaint, formal charges are filed. Depending upon the circumstances of the case, the Division and the licensee may enter into a negotiated agreement regarding the level of discipline to be imposed upon the licensee. The agreement would also need to be approved by a member of the respective professional board or committee. The agreement would then be presented to the Director of the Division for consideration and approval.

In instances where a formal disciplinary hearing is necessary, a formal complaint is filed. The hearing is held before a hearing officer and at least one member of the respective professional board or committee. The hearing is an administrative law proceeding conducted pursuant to the Illinois Civil Administrative Code and other relevant statutes and rules.

After the hearing, the hearing officer presents the appropriate board or committee with a report detailing any violations of law. The board or committee will then issue their findings, conclusions and recommendations to the Director. When ordering disciplinary action, the Director often accepts the recommendations of the board or committee but is not required to do so.

Disciplinary action may include revocation, suspension, probation, or reprimand of a license. Illinois law also allows for the imposition of fines for any of the professions regulated by the Division.

Following a final decision by the Director, the licensee has 35 days to make an appeal in circuit

court under the Illinois Administrative Review Act. In some cases, an appeal may be carried as far as the United States Supreme Court.

Professions/Entities Regulated

Acupuncturists
Architects
Athletic Trainers
Barbers
Barber and Cosmetology Salons/Shops
Chiropractors
Collection Agencies
Controlled Substances
Cosmetologists
Dentists/Dental Hygienists
Detection of Deception Examiners
Dietitian Nutritionists
Electrologists
Environmental Health Practitioners
Estheticians
Funeral Directors and Embalmers
Geologists
Home Medical Equipment and Service Provider
Humane Euthanasia Technicians
Interior Designers
Land Surveyors
Landscape Architects
Locksmiths & Agencies
Mail Order Ophthalmic Providers
Marriage and Family Therapists
Massage Therapists
Medical Corporations
Nail Technicians
Naprpaths
Nurses (LPN, RN, APN)
Nursing Home Administrators
Occupational Therapists
Optometrists

Orthotists, Prosthetists and Pedorthists
Perfusionists
Pharmacists/Pharmacies/Pharmacy Technicians
Physical Therapists
Physicians and Surgeons
Physician Assistants
Podiatric Physicians
Private Alarm Contractors and Agencies
Private Detectives and Agencies
Private Security Contractors and Agencies
Professional Boxing
Professional Counselors (Licensed and Licensed Clinical)
Professional Engineers
Professional Service Corporations
Psychologists (Clinical)
Public Accountants
Respiratory Care Practitioners
Roofing Contractors
Shorthand Reporters
Social Workers (Licensed and Licensed Clinical)
Speech-Language Pathologists and Audiologists
Structural Engineers
Veterinarians/Veterinary Technicians
Wholesale Drug Distributors

State of Illinois Web site - www.illinois.gov



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Governor

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Acting Secretary

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