

FILING A COMPLAINT AGAINST A LICENSEE

DIVISION OF PROFESSIONAL REGULATION



ILLINOIS DEPARTMENT OF FINANCIAL AND PROFESSIONAL REGULATION

James R. Thompson Center
100 West Randolph Street, Suite 9-300
Chicago, Illinois 60601
Complaint Intake Unit - 312-814-6910
TDD Line - 866-325-4949
www.idfpr.com

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 do so online at www.idfpr.com. Complaints may also be submitted over the phone to the Complaint Intake Unit at 312-814-6910. Complaints may also be submitted in writing to the address on the cover.

When submitting a written complaint, please be as detailed as possible, including your name, address and telephone number so the Division can contact you if necessary. All complaints will be promptly forwarded to a Division investigator.

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 more difficult since most cases rely upon an identifiable complainant or witness.

UPDATES OF CASE PROGRESS

A complainant receives an acknowledgment letter indicating the complaint was received and providing a case number the complainant must refer to in any subsequent correspondence or telephone calls. Confidentiality laws may prevent the Department from providing updates during the pendency of proceedings or from disclosing the outcome of a case in non-disciplinary in nature.

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. Criminal violations that may be revealed in complaints 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 a case where there appears to be a violation, the investigator refers the case 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.

Cases referred to a prosecuting attorney may be more fully investigated with a focus toward filing

formal administrative charges against the licensee for specific violations. If the prosecutor concludes that the case has been thoroughly investigated and there is sufficient evidence supporting the complaint, a formal complaint is 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 an agreement cannot be reached, a formal disciplinary hearing is necessary. The hearing is held before an administrative law judge 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 administrative law judge 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 for a final decision.

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. Formal disciplinary action against a licensee may be viewed on the Departments License Lookup.

Professions/Occupations/Entities Regulated

Acupuncturists
Architects
Athlete Agents
Athletic Trainers
Barbers
Barber and Cosmetology Salons/Shops
Canine Handlers
Cemeteries/Cemetery Managers
Cemetery Oversight
Chiropractors
Collection Agencies
Controlled Substances
Cosmetologists
Dentists/Dental Hygienists
Detection of Deception Examiners
Dietitian Nutritionists
Electrologists
Environmental Health Practitioners
Estheticians
Fingerprint Vendor Agencies
Firearm Instructors
Funeral Directors and Embalmers
Geologists
Genetic Counselors
Hair Braiders
Home Medical Equipment and Service Provider
Humane Euthanasian Technicians/Agencies
Interior Designers
Landscape Architects
Land Surveyors
Limited Liability Companies
Locksmiths and Agencies
Mail Order Ophthalmic Providers
Marriage and Family Therapists
Massage Therapists
Medical Cannabis Dispensaries
Medical Corporations
Nail Technicians
Naprpaths
Nurses (LPN, RN, APN)
Nursing Home Administrators

Naprpaths
Nurses (LPN, RN, APN)
Occupational Therapists/Occupational Asst.
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 and Mixed Martial Arts
Professional Counselors (Licensed & Licensed Clinical)
Professional Engineers
Professional Service Corporations
Psychologists (Clinical)
Public Accountants, Licensed Certified/
Public Accountants, Registered Certified
Respiratory Care Practitioners
Roofing Contractors
Shorthand Reporters
Sex Offender Evaluators
Social Workers (Licensed and Licensed Clinical)
Speech-Language Pathologists and Audiologists
Speech-Language Pathology Assistant
Structural Engineers
Surgical Assistant
Surgical Technologist
Veterinarians/Veterinary Technicians
Wholesale Drug Distributors

State of Illinois Web site - www.illinois.gov



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