

Professions/Occupations/Entities Regulated

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

Nursing Home Administrators
Occupational Therapists & Occupational Assts.
Optometrists
Orthotists, Prosthetists, and Pedorthists
Permanent Employee Registration Card
Perfusionists
Pharmacists, Pharmacies, & Pharmacy Technicians
Physical Therapists
Physicians & Surgeons
Physician Assistants
Podiatric Physicians
Private Alarm Contractors & Agencies
Private Detectives & Agencies
Private Security Contractors & Agencies
Professional Boxing & Mixed Martial Arts
Professional Counselors (Licensed & Licensed Clinical)
Professional Engineers
Professional Service Corporations
Psychologists (Clinical & Prescribing)
Public Accountants
Respiratory Care Practitioners
Roofing Contractors
Shorthand Reporters
Sex Offender Evaluators
Social Workers (Licensed & Licensed Clinical)
Speech-Language Pathologists & Assts.
Structural Engineers
Surgical Assistants
Surgical Technologists
Veterinarians & Certified Veterinary Technicians
Wholesale Drug Distributors

Enforcement, Complaints, and Investigations

555 West Monroe Street - Suite 500


Chicago, Illinois 60661

General Assistance: 1-888-473-4858

idfpr.illinois.gov

TTY Line: 1-866-325-4949

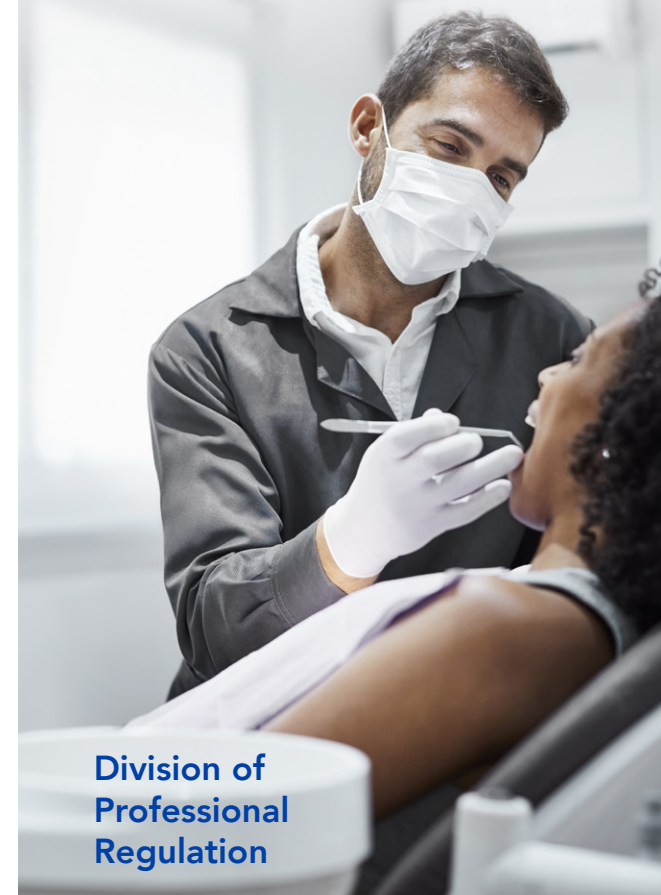
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State of Illinois
Illinois Department of Financial
and Professional Regulation

Filing a Complaint Against a Licensee



Division of
Professional
Regulation



IDFPR

Illinois Department of
Financial and Professional Regulation

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 either use the Department's [online complaint portal](#) or by completing the [DPR Complaint Intake Report](#) and mailing it to the Division's Complaint Intake Unit in our Chicago office.

When submitting a written complaint, please be as detailed as possible. Include 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 do so anonymously. While anonymous complaints receive the same amount of consideration as any other complaint, successful investigations and prosecutions are more challenging 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 provides a case number the complainant must refer to in any subsequent correspondence or telephone calls. Confidentiality laws may prevent the Department from providing updates while the proceeding is pending or from disclosing the outcome of a case if no discipline is taken.

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 also 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 investigating the complainant's allegations. If the investigation did not yield sufficient evidence to support a license violation, the case may be closed in consultation with the unit chief, lead investigator, coordinator, and/or board member of the particular profession. If the case is not closed, it is referred to a prosecuting attorney.

Cases not closed are referred to a prosecuting attorney. The prosecuting attorney will conduct an additional review of the merits of the case to determine whether to file an enforcement action against the licensee for specific violations. The investigative file is closed if the prosecutor thoroughly evaluates the case and concludes there is insufficient evidence supporting the complaint, the investigative file is closed. However, if the

prosecutor finds evidence which indicates there has been a violation of the licensing statute, an enforcement action can be 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 may 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. 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 the law. The board or committee will then issue its findings, conclusions, and recommendations to the Director for a final decision.

Disciplinary action may include revocation, suspension, probation, or reprimand of a license. The license may also be ordered to remain in good standing. In addition, 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 Law. Formal disciplinary action against a licensee may be viewed on the Department's License Look-up.