**Section 123.20 Initiation of a Contested Case by the Office**

a) A contested case is initiated by the Office when a Complaint and Notice are mailed to the licensee's last known address, postage prepaid.

b) A Complaint shall be in writing, signed by the Chief Inspector, and shall include a clear statement of the acts or omissions alleged to violate a statute or rule, and citation of the statute or rule, and any discipline to be imposed.

c) A Notice shall be in writing, and shall contain the date, time, place and nature of the hearing to be held, shall refer to these rules, and shall comply with the Notice requirements of Section 123.70 of this Part.