**Section 411.80 Complaints Concerning Licensees**

a) Complaints alleging abuse or neglect of children or youth shall be reported immediately to the State Central Register in accordance with the Abused and Neglected Child Reporting Act [325 ILCS 5].

b) The Central Office of Licensing shall be notified in writing within ten business days after receipt of any notice of legal action that may affect the operations of the facility. The notice shall include a copy of all complaints, notices, demands, orders and other relevant materials received by the facility. The Central Office of Licensing shall forward a copy of all materials to the Office of Legal Services, Department of Children and Family Services, 100 W. Randolph, Chicago, Illinois 60601.

c) All other complaints concerning secure child care facilities shall be directed orally or in writing to the licensing representative serving the facility, if known, or to the:

 Central Office of Licensing

 Department of Children and Family Services

 406 East Monroe

 Springfield, Illinois 62701

 (217) 785-2688