**Section 450.160 Complaint Relating to Violations of the Act or of the Regulations**

Complaints shall be delivered in writing either personally or by certified United States Mail to the person, business, corporation, or agency charged with responsibility for such violation. Certification of any safety lane may not be withdrawn unless the person, agency, business or corporation operating said safety lane is granted a hearing in conformance with Section 13-108 of the Act or unless said safety lane operator voluntarily waives a hearing within twenty (20) days from the date notice of the violation is given to the operator by the Department.