

Landscape Architects  
Land Surveyors  
Limited Liability Companies  
Locksmiths & Agencies  
Mail Order Ophthalmic Providers  
Marriage & Family Therapists  
Massage Therapists  
Medical Cannabis Dispensaries  
Medical Corporations  
Nail Technicians  
Naprapaths  
Nurses (LPN, RN, APN, & APRN)  
Nursing Home Administrators  
Occupational Therapists & Occupational Assts.  
Optometrists  
Orthotists, Prosthetists, & Pedorthists  
Permanent Employee Registration Cards  
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 Design Firms  
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

Complaint Intake Unit: 312-814-6910

General Assistance: 1-888-473-4858

<https://idfpr.illinois.gov/dpr.html>

TTY Line: 1-866-325-4949

Disclaimer: This document is for informational purposes only and is not legal advice. This document does not change any requirement of state or federal law. Please consult with your own attorney for legal advice.



State of Illinois  
Illinois Department of Financial  
and Professional Regulation

## Statewide Enforcement *Section*



Division of  
Professional Regulation



**IDFPR**

Illinois Department of  
Financial and Professional Regulation

## Statewide Enforcement Section

The Division of Professional Regulation of the Illinois Department of Financial and Professional Regulation is legislatively mandated to administer and enforce numerous licensure laws that regulate the conduct of various professions and occupations in Illinois. Responsibility for the enforcement of these laws rests with the Statewide Enforcement Section, which has offices in Chicago, Springfield, and Des Plaines. It includes a Complaint Intake Unit, an Investigations Unit, and a Prosecutions Unit.

## How to File a Complaint

The Complaint Intake Unit receives complaints against licensees and unlicensed persons/entities from the public, other licensees, law enforcement agencies, other governmental agencies, and other sources. The Division may also initiate its own complaint through the course of an investigation, audit, inspection, or other means. You may file a complaint against any individual or entity regulated by the Division of Professional Regulation by submitting a complaint, either by using our online complaint portal or by filling out a form online, printing it, and mailing it to us. Both may be found on our website: <https://idfpr.illinois.gov/admin/dpr/dprcomplaint.html>. When submitting a complaint, please be as detailed as possible and include your contact information, if possible.

## Investigations Unit

After processing, a complaint is referred to the Investigations Unit and assigned to an investigator. An investigator may collect

documents, interview witnesses, conduct inspections, and gather information to review the complaint for potential licensing law violations. Investigations may close a complaint for various reasons. Investigations may refer the case to the Prosecutions Unit for further review.

## Prosecutions Unit

When a complaint is referred to the Prosecutions Unit, it is referred to as a "case." Cases are assigned to a prosecuting attorney who may seek additional information and/or pursue non-disciplinary or disciplinary action. Disciplinary action includes revocation, suspension, probation, and reprimand of a license. Illinois law also allows for the imposition of disciplinary fines. Non-disciplinary action includes administrative fees, the completion of continuing education, and other similar activities.

Prosecutions may take a variety of steps, such as filing a formal pleading and/or conducting an informal settlement conference. The Division and the licensee may enter into a negotiated written agreement regarding the case. Alternatively, Prosecutions may close the case due to various reasons, such as insufficient evidence, the allegations are not a violation or are unfounded, or an expiration of the statute of limitations.

If needed, a formal hearing is held before an administrative law judge, where evidence may be submitted and witnesses may testify. After the hearing, the administrative law judge submits a recommendation to a professional board or committee, if applicable. The board or committee then delivers its recommendation to the Director of the Division. The Director then

issues a final administrative order. Following the Director's order, the licensee may appeal the decision in circuit court under the Illinois Administrative Review Act.

When applicable, the Division works with outside entities such as state's attorneys, the Illinois Attorney General, other states, and federal and state governmental agencies to pursue further action, such as criminal or civil action.

## Professions/Occupations/Entities Regulated

Acupuncturists  
Adult Use Cannabis Dispensaries  
Architects  
Athlete Agents  
Athletic Trainers  
Audiologists  
Barbers  
Barber Shops & Cosmetology Salons  
Canine Handlers  
Cemeteries & Cemetery Managers  
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 Providers  
Humane Euthanasian Technicians & Agencies  
Interior Designers/Registered Interior Designers