

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
Nail Technicians
Naprpaths
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

www.idfpr.com/DPR.asp

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://www.idfpr.com/admin/DPR/DPRcomplaint.asp>. 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
Collection Agencies
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