

76711 Complaints

(a)

Any person may request an inspection of any facility by giving notice to the Department of an alleged violation of applicable requirements of law or regulations.

(b)

Any such notice shall be in writing, signed by the complainant and shall set forth with reasonable particularity the matters complained of. The substance of the complaint shall be provided to the licensee no earlier than at the commencement of the inspection. Neither the name of the individual complainant nor other person mentioned in the complaint shall be disclosed by the Department, unless the complainant specifically requests the release of such name or names or the matter results in a judicial proceeding.

(c)

Upon the request of either the complainant or the Department, the complainant or complainant's representative or both may be allowed to accompany the inspector to the site of the alleged violations during the inspector's tour of the facility, unless the inspector determines that the privacy of any client would be violated.