**Section 850.10 Written Complaint Required**

a) A complaint regarding motor fuel quality received by the Department via telephone, in writing or by e-mail must be completed before the Department will submit an official sample (a sample taken by a Department inspector) for laboratory analysis.

b) The complainant shall provide the following information:

1) Name and address of the complainant.

2) Location where the product is to be sampled.

3) Identification of product or products to be sampled.

4) Description of complaint.

c) After receiving a complaint, the Department shall investigate the matter, including sampling the product, if applicable, and send a written response to the complainant.

(Source: Amended at 29 Ill. Reg. 1886, effective January 24, 2005)