**Section 340.1480 Complaint Procedures**

a) *The facility shall develop procedures for investigating complaints concerning theft of resident's property and shall promptly investigate all such complaints.* (Section 2-103 of the Act)

b) *A resident shall be permitted to present grievances on behalf of himself and others to the administrator, the Long-term Care Facility Advisory Board, the residents' advisory council, State governmental agencies or other persons without threat of discharge or reprisal in any form or manner whatsoever.* (Section 2-212 of the Act)

c) *The facility administrator shall provide all residents or their representatives with the name, address, and telephone number of the appropriate State governmental office where complaints may be lodged.* (Section 2-212 of the Act)

d) *A person who believes that the Act or a rule promulgated under the Act may have been violated may request an investigation. The request may be submitted to the Department in writing, by telephone, or by personal visit. An oral complaint shall be reduced to writing by the Department.* (Section 3-702(a) of the Act)

e) The facility shall provide for the registration and disposition of complaints without threat of discharge or other reprisal against any employee or resident.