**Section 383.10 Purpose**

This Part describes:

a) the Department and supervising agency's responsibility to monitor child care programs and facilities and to visit and examine child care programs and facilities to determine compliance with the Child Care Act of 1969 [225 ILCS 10] and licensing standards;

b) requirements for the Department or supervising agency to receive complaints and conduct licensing complaint investigations;

c) requirements for the Department or supervising agency to develop and implement a protective plan or corrective plan that assures the safety of children while a licensed program or facility corrects noted violations;

d) review of licensing decisions;

e) enforcement actions;

f) the procedures for surrender of a license or permit; and

g) the administrative hearing process through which a licensee or permit holder may obtain review of certain enforcement actions.