**Section 401.590 Adoption Agency Information and Complaint Registry**

a) The adoption agency information and complaint registry serves to assist the public in the monitoring of licensed child welfare agencies providing adoption services. The information in the registry shall include, but is not limited to:

1) Agency's 4-year history of substantiated violations and corrected violations.

2) Any current enforcement actions against a child welfare agency providing adoption services.

b) The public may access information concerning the past history and records of any licensed child welfare agency providing adoption services in the State of Illinois through the Department's adoption agency information and complaint registry's toll-free telephone number.

c) Information provided in the adoption agency information and complaint registry shall also be available to the public on the Department's website.

d) Complaints regarding agencies providing adoption services may be made to the adoption agency, which shall follow the requirements of Section 401.595, or to the nearest Department licensing office. The State Central Register may take, via its toll-free number (1-800-252-2873), complaints during weekends or after regular working hours,

e) The Department shall investigate all complaints alleging violation of licensing standards in accordance with 89 Ill. Adm. Code 383 (Licensing Enforcement).

f) Complaints not related to licensing standards shall be addressed and documented by the adoption agency and its resolution shall be available for review by the Department. (See Section 401.595(a).)

(Source: Added at 30 Ill. Reg. 2699, effective February 27, 2006)