

481—55.6(135Q) Complaints.**55.6(1) Complaints.**

a. The process for filing a complaint is as follows:

(1) Any person with a concern regarding the operation of a health care employment agency may file a complaint at the department's physical location, complaint hotline, or website, as follows:

Physical address: Department of Inspections, Appeals, and Licensing
Health and Safety Division, Complaint/Incident Unit
6200 Park Avenue, Suite 100

Des Moines, Iowa 50321

Complaint hotline: 1.877.686.0027

Website address: dial.iowa.gov

(2) When the nature of the complaint is outside the department's authority, the department will forward the complaint to the appropriate investigatory entity.

b. The department will act on anonymous complaints unless the department determines that the complaint is intended to harass the health care employment agency or health care technology platform or is without a reasonable basis. If the department, upon preliminary investigation, determines that the complaint is intended to harass or is without a reasonable basis, the department may dismiss the complaint.

55.6(2) Content of complaint reports. The complaint should include as much of the following information as possible: the complainant's name, address, and telephone number; the complainant's relationship to the health care employment agency or health care technology platform; and the reason for the complaint. The complainant's name shall be confidential information and will not be released by the department.

55.6(3) Time frames for investigation of complaints. Upon receipt of a complaint made in accordance with this rule, the department will make a preliminary investigation of the complaint to determine if probable cause exists to further investigate the complaint. If probable cause exists, an investigation of the health care employment agency or health care technology platform will be initiated within 45 working days.

55.6(4) Standard for determining whether a complaint is substantiated. The department will apply a preponderance of the evidence standard in determining whether a complaint is substantiated.

55.6(5) Notification of the health care employment agency or health care technology platform of results of investigation. The department will notify the subject health care employment agency or health care technology platform, in writing, of the final report of the complaint investigation.

55.6(6) Notification of the complainant of results of investigation. The complainant, if known, will be notified of the final findings of a complaint investigation as well as if the department determines not to further investigate after the preliminary investigation, including an explanation of the department's decision.

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