

641—11.30(141) Complaints or noncompliance.

11.30(1) The department shall accept complaints of alleged problems or noncompliance, provided they relate to the laboratory's HIV testing performance. The complainant shall state in as specific a manner as possible the basis for the complaint. The complaint shall be presented in writing or in person to the Iowa Department of Public Health, Division of Health Protection, Lucas State Office Building, Des Moines, Iowa 50319-0075.

11.30(2) Within 20 working days following the department's receipt of the complaint, the department shall communicate with the laboratory director for initial evaluation of the specific matters alleged in the complaint.

11.30(3) Based upon the nature of the complaint, the department may request technical assistance from the State Hygienic Laboratory in order to properly assess the alleged problem.

11.30(4) The laboratory shall receive a written report of the department's findings relating to the complaint investigation and the complainant shall be informed of any action taken by the department.

11.30(5) Upon a determination by the department that a laboratory has violated these rules, the department may immediately move to limit, suspend, revoke or deny that laboratory's certification.