



4/20/2021

Facility Types: Where can I file a complaint?		
Facility Type	Regulatory Agency	Advocacy Agency
Skilled Nursing Facilities	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov
Intermediate Care Facilities	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov
Assisted Living and Shared Housing Establishments	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov
Sheltered Care Facilities	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov
Illinois Veterans' Homes	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov
Specialized Mental Health Rehabilitation Facilities	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov
Intermediate Care Facilities for the Developmentally Disabled	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov IL DHS Division of Developmental Disabilities 1-888-337-5267 (ask to speak to a representative)
Medically Complex for the Developmentally Disabled Facilities	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov
Life Care Facilities	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov
Supportive Living Facilities	IL Dept. of Healthcare and Family Services 1-844-528-8444	IL Long-Term Care Ombudsman Program 1-888-8966 or Aging.SLTCOProgram@illinois.gov
Community Integrated Living Arrangements	IL Dept. of Human Services, Office of Inspector General 1-800-368-1463	IL DHS Division of Developmental Disabilities 1-888-337-5267 (ask to speak to a representative)
State Operated Developmental Centers	IL Dept. of Public Health (IDPH) 1-800-252-4343 or dph.ccr@illinois.gov DHS, Office of Inspector General 1-800-368-1463	IL DHS Division of Developmental Disabilities 1-888-337-5267 (ask to speak to a representative)
Independent Living Facilities	Local Health Department / Law Enforcement	N/A
NOTE: Equip for Equality serves as the Protection & Advocacy System in Illinois across facility settings, working as an independent watchdog over the disability service system monitoring public and private institutions and community-based facilities and programs. www.equipforequality.org		