

COMPLAINT PROCEDURES

The Office of the Executive Inspector General for the Attorney General (“OEIG”) has jurisdiction over complaints relating to employees and vendors of the Office of the Illinois Attorney General. The OEIG accepts complaints from State of Illinois employees and the general public orally or in writing. The OEIG also maintains a toll-free hotline and an ethics electronic mail (“email”) account for complaints. By law, the OEIG does not have jurisdiction over an alleged violation which occurred more than a year ago, unless there was an attempt to conceal the underlying facts during the time of the offense. The Executive Inspector General (“EIG”) may open a complaint on his or her own initiative. The OEIG accepts anonymous complaints.

Complaints and investigations will be properly documented through the OEIG’s electronic complaint database. All investigations will result in written reports of findings.

A. Complaint Intake

- 1. Receipt of Complaint:** The OEIG will maintain an in-take procedure for processing all complaints, answering the OEIG toll-free hotline, and receiving inquiries via the ethics email. Complainants will be asked to complete a Complaint Form. If the Complainant cannot or will not complete a Complaint Form, an OEIG employee will complete the form based on the information provided by the complainant. The OEIG will maintain confidential the name of any person filing a complaint against a State official or employee to the extent permissible by law.
- 2. Case Number Assigned:** Each new complaint will receive a unique OEIG case number.
- 3. File Opened:** Each new complaint will be entered into the OEIG database and placed into a complaint file.
- 4. Storage:** Complaint files shall be maintained in a secure area. Only OEIG employees shall have access to the complaint files. Express approval must be obtained from the EIG before any complaint file or portion of a complaint was filed is accessed by anyone other than an OEIG employee.

B. Complaint Review Procedures

Within 15 days of receipt of a complaint, the EIG or her designee will determine the appropriate course of action. One of the following actions will be initiated:

- 1. Investigation:** The OEIG will open an investigation into the allegation. The EIG will assign an investigator to the case.
- 2. Referral:** The complaint will be referred to another agency having jurisdiction and no further action will be taken by the OEIG. A referral letter, with a copy of the original complaint, will be sent to the appropriate agency. When appropriate, the OEIG will forward a letter to the complainant advising him/her of the referral. If the Complainant has indicated on the Complaint Form that he or she does not want to be identified in the event of a referral, the OEIG will redact identifying information in the complaint.
- 3. Declination:** There will be no investigative activity in response to the complaint. A “Declination Form” will be completed recording the reason for the declination. When appropriate the OEIG will forward a letter to the complainant advising him/her of the decision.
- 4. Suspend:** The investigation will be suspended until such time as more information becomes available which will allow the OEIG to investigate further.
- 5. Send:** The complaint will be sent to the Executive Ethics Commission for consideration of appointment of a Special Inspector General.

C. Inquiries Other Than Complaints

Inquiries through the OEIG hotline or ethics email, other than complaints, will be responded to by an OEIG employee within 10 days of receipt.

D. Confidentiality

The identity of those who file complaints with the OEIG will be kept confidential to the extent possible under the law. There may however be circumstances under which a complainant’s identity must be revealed by law.