

TOBACCO COMPLAINTS POLICY AND PROCEDURE

PURPOSE:

To provide a reliable method of handling complaints associated with Public Act 095-0017 known as the Smoke Free Illinois Act.

POLICY:

The Ford-Iroquois Public Health Department along with the Illinois Department of Public Health and local law enforcement agencies shall enforce the provisions of Public Act 095-0017 and may assess fines pursuant to Section 45 of the Act. Any person may register a complaint for a violation of Act 095-0017 by calling the complaint number (866)973-4646 or registering the complaint at www.smoke-free.illinois.gov.

PROCEDURE:

- I. Any person notifying the Ford-Iroquois Public Health Department who wishes to register a complaint regarding a violation of the Smoke Free Illinois Act will be asked to register the complaint by calling the complaint number (866)973-4646 or by completing the complaint form found at www.smoke-free.illinois.gov.
- II. The tobacco coordinator will be responsible for monitoring the enforcement agency database for registered complaints.
- III. Once a complaint is received, the tobacco coordinator will verify the authenticity of the complaint by calling the individual issuing the complaint. The tobacco coordinator will issue the appropriate notification letter developed by the Illinois Department of Public Health based on information maintained in the data base regarding previous violations.
 - 1st violation - a friendly education letter will be sent
the tobacco coordinator will enter the action into the data base
the environmental health coordinator will be notified of the violation
 - 2nd violation - the environmental health coordinator will be notified
a warning letter will be sent and/or a visit will be made to the business or establishment
the tobacco coordinator will enter the action into the data base
 - 3rd violation - the environmental health coordinator will be notified
a violation letter including a fine will delivered to the business or establishment

the tobacco coordinator will enter the action into the data base
Both the individual (the smoker) as well as the business or establishment shall be fined for
Violating Section 15 of the Act.

IV. Violations:

Individual fines will not be less than \$100 and not more than \$250.

Business Owner fines:

First Violation: Not less than \$250

Second Violation: Not less than \$500 (within one year of the first violation)

Additional Violations: Not less than \$2,500 (within one year of the first violation)

Effective January 1, 2008	Reviewed 01-09 11/09	Revised
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