

ALABAMA DEPARTMENT OF REHABILITATION SERVICES  
ADMINISTRATIVE CODECHAPTER 795-2-2  
ADMINISTRATIVE REVIEW

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(1) Whenever possible, the Department shall attempt to resolve an applicant or client complaint informally if it is likely to result in a timely resolution of the matter. The appropriate department staff member shall inform an applicant or client of the opportunity to request an informal administrative review and the name and address of the Department area, unit or district supervisor, as appropriate, with whom an administrative review may be filed.

(2) An applicant or client shall file a written request for an informal administrative review with the appropriate department supervisor within ten (10) calendar days of the date of receipt of the issuance of the notice of action as specified in Administrative Code Rule 795-2-1-.01, above. The supervisor shall immediately communicate the request for an informal administrative review to the Department.

(3) Within ten (10) calendar days of receipt of the request the Department shall appoint an area, unit or district supervisor and a staff member who have not been directly involved with the applicant or client to serve as a review team, and shall notify the applicant or client by first class mail of the time and place for the review.

(4) The review team shall consider all the records of the Department concerning the applicant's or client's complaint, any other pertinent documents or information, and any writings, documents or oral communication presented to it by the client or applicant.

(5) The review team shall conduct the informal review as expeditiously as possible, but in no event more than thirty (30) days after receipt of the request by the Department, unless extended by agreement or for good cause shown.

(6) The review team shall issue a written decision within fifteen (15) calendar days of the date of completion of the review. The decision of the informal administrative review shall be

communicated to the client or applicant in the same manner as a notice of proposed action.

(7) The informal administrative review decision shall be made a part of the applicant's or client's record.

**Author:**

**Statutory Authority:** Code of Ala. 1975,

**History: New Rule:** Filed April 13, 1995; effective May 18, 1995.