**ALABAMA DEPARTMENT OF REHABILITATION SERVICES**
**ADMINISTRATIVE CODE**

**CHAPTER 795-2-2**
**ADMINISTRATIVE REVIEW**

**795-2-2-.01 Informal Administrative Review.**

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

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

(3) Within ten (10) calendar days of receipt of the request the Department shall appointan area, unit or district supervisor and a staff member who have not been directlyinvolved with the applicant or client to serve as a review team, and shall notify theapplicant 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 theapplicant's or client's complaint, any other pertinent documents or information, and anywritings, 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, butin 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 ofthe date of completion of the review. The decision of the informal administrative reviewshall be communicated to the client or applicant in the same manner as a notice ofproposed action.

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

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