**Section 230.440 Informal Review**

The Office of General Counsel, with appropriate Department Staff, will review appeal requests and make recommendations to the Director.

a) The Office of General Counsel may contact the appellant to discuss the appeal request and/or request additional information.

b) Recommendations by the Office of General Counsel may include, but are not limited to:

1) Dismissal, if, for example, the requirements under Sections 230.420 and 230.430 are not met;

2) Reverse or amend the Area Agency on Aging's grievance or appeal decision resulting from the process outlined in Section 230.410; or

3) Proceed to an administrative hearing pursuant to Section 230.450.

c) Recommendations will be submitted to the Director within 60 days after receipt of the appeal request or receipt of the additional requested information, whichever is later.

(Source: Amended at 45 Ill. Reg. 10780, effective August 10, 2021)