**Section 352.11 Hearing Decision**

a) The decision of the hearing officer will be based only on facts presented at the hearing in the form of oral testimony or documentary exhibits.

b) Within 20 days from the date of the hearing, the hearing officer shall make findings of facts and conclusions and recommendations available to the Director of the Department or his designee for review. The Director or his designee shall within 10 days of receipt of the findings, conclusions and recommendations accept, reject or modify the recommendations of the hearing officer and his decision shall be sent by certified mail to the petitioner and his attorney with copies to the hearing officer and the Department administrator responsible for collections.