**Section 686.230 Appeal Rights of Homemaker Service Providers**

a) Homemaker Service Providers not satisfied with a DHS program decision or an HSP compliance review, may submit an appeal request in writing to the Bureau Chief of the Home Services Program. Appeal requests must be filed within 30 days after the program decision or compliance review. The Bureau Chief shall conduct a review of the facts and shall, within 15 working days, provide a written decision to the Homemaker Service Provider.

b) If the Homemaker Service Provider is not satisfied with the decision of the Bureau Chief, the Homemaker Service Provider may request review of the Bureau Chief's decision by the Director of DHS-DRS. The request must be in writing and received by the DHS-DRS Director within 10 working days after the date the decision was rendered by the Bureau Chief. The decision of the DHS-DRS Director shall be final.

(Source: Amended at 38 Ill. Reg. 11519, effective May 15, 2014)