

449.39525 Request for administrative review of complaint

1.

An applicant for a certificate to operate an intermediary service organization or a person who is certified to operate an intermediary service organization may submit a written request to the Administrator or the Administrator's designee for an administrative review of a complaint if the complainant: (a) Has a legitimate grievance with any action of the Division in the certification process; and (b) Has not resolved the grievance through informal negotiations with an officer of the Division.

(a)

Has a legitimate grievance with any action of the Division in the certification process;
and

(b)

Has not resolved the grievance through informal negotiations with an officer of the Division.

2.

Not later than 30 days after the occurrence of the action that is the cause of the grievance of the complainant, a request for an administrative review must be mailed by registered or certified mail, return receipt requested, to the Administrator or the Administrator's designee.

3.

A request for an administrative review must include: (a) The date of the occurrence of the action which is the cause of the grievance of the complainant; (b) A statement of the complaint, including each issue that the complainant considers relevant to the complaint; (c) A statement of each resolution of the complaint offered by the complainant; (d) Citations to the statutes or regulations, if any, which pertain to the complaint; (e) A statement which supports the position of the complainant; (f) The mailing address and telephone number of the complainant; and (g) The signature of the complainant and the date of the signature.

(a)

The date of the occurrence of the action which is the cause of the grievance of the complainant;

(b)

A statement of the complaint, including each issue that the complainant considers relevant to the complaint;

(c)

A statement of each resolution of the complaint offered by the complainant;

(d)

Citations to the statutes or regulations, if any, which pertain to the complaint;

(e)

A statement which supports the position of the complainant;

(f)

The mailing address and telephone number of the complainant; and

(g)

The signature of the complainant and the date of the signature.