

## **69600.7 Dispute Resolution**

### **(a)**

No refund shall be granted for any fees erroneously collected unless the person who seeks the refund submits written notification of the error to the Department within one year of the date the person is notified of the fee assessment.

### **(b)**

A person may dispute the assessment of the annual fee by submitting a petition to the Department director. The person must submit the petition in writing within one year of the date the person is notified of the fee assessment. The petition must state the specific grounds upon which it is founded. If requested, the Department shall hold a conference with the party and provide all reasonable information and an explanation of the charges assessed. If the matter cannot be resolved informally, the director shall designate a hearing officer to decide the petition. The hearing officer shall be in neither a subordinate nor a supervisory or managerial position to any staff involved in making the initial determination of the fee assessment. A hearing shall be conducted in person, by telephone, or by video conference at which all relevant evidence will be admissible. The hearing officer shall prepare a written final decision to approve or deny the petition.