**Section 230.400 Answer, Response and Record**

a) Each respondent must remit to the Department a written response to the complaint within 21 calendar days after the date the Department forwarded the complaint. The response shall be signed by a duly authorized individual representative and shall include a complete, accurate and responsive explanation to the claim necessary and appropriate to the Department's investigation, specifying any exceptions asserted and any disputed and undisputed facts. If the respondent is asserting an exception, the respondent shall submit a written record consisting of those documents relied upon and an affidavit verifying the contents of the documents contained in the record as required by Section 15 of the Act.

b) Upon receipt of a respondent's response, the Department will forward the response to the complainant, except for any records to remain confidential pursuant to Section 30(c) of the Act. Complainant shall submit a rebuttal to the Department within 21 calendar days after the date the Department forwarded the nonconfidential portion of respondent's response.