**Section 300.1000 Informal Telephone Hearings**

a) The Department does not routinely hold informal investigative hearings by telephone. Written requests to participate by telephone must be received by the Department's Chicago office no later than 7 days prior to the hearing date. The request shall be prominently marked "REQUEST FOR TELEPHONE HEARING" on both the letter and the envelope. The request shall be in writing and contain a compelling reason why the party needs to participate by telephone and the name, address and telephone number of the person to be contacted.

b) On its own initiative, the Department may also schedule a matter for telephone hearing without regard to the 7 day notice requirement.

c) The Department may consider untimely requests for telephone hearings upon a showing that the delay was occasioned by good cause beyond the party's control. Examples of good cause include the non-receipt or delayed receipt of mail, accident, illness or other circumstances beyond the party's control.

d) A party shall not consider its request granted unless the participant receives notice of the Department's approval prior to the hearing date by telephone or in writing.

(Source: Amended at 35 Ill. Reg. 12933, effective July 20, 2011)