**Section 299.840 Grievance Appeals**

a) If, after receiving the decision of the Program Director, the resident is of the opinion that the grievance has not been resolved to his/ her satisfaction, he/ she may appeal in writing to the Program Administrator within 30 days after receipt of the decision. Copies of the Grievance Examiner's report and the Program Director's decision shall be attached.

b) The Program Administrator shall review the grievance and the decision of the Program Director. The Program Administrator may call witnesses or examine records at his/her discretion. The Program Administrator shall make a final determination of the appeal within 45 working days, whenever practicable. The resident shall be sent a written copy of the Program Administrator's decision.

(Source: Amended at 44 Ill. Reg. 8246, effective April 28, 2020)