**Section 755.15 Dispute Procedures**

a) If there is a problem with equipment distributed pursuant to Section 755.100(a):

1) the ITAC office should be contacted; and

2) if the ITAC office, with the assistance of the vendor, cannot satisfactorily resolve the problem, they shall inform the user of the address and telephone number of the Staff Liaison and the information contained in Section 755.410(b).

b) After receiving the complaint, the Staff Liaison will begin an informal investigation in an effort to settle the dispute.

c) Disputes arising under this Part shall also be governed by 83 Ill. Adm. Code 735.200.

(Source: Amended at 41 Ill. Reg. 5401, effective May 5, 2017)