**Section 104.11 Pre-Appeal Review**

a) Upon the initiation of an appeal, the Department shall immediately conduct an informal review of the action or inaction which has served as the basis for the appeal and, if indicated, reverse or modify its decision or take other action, as necessary.

b) If the appellant does not withdraw the appeal following the informal review, the Department shall complete a statement of facts supporting its action or inaction.

(Source: Amended at 6 Ill. Reg. 894, effective January 7, 1982)