**Section 337.50 The Right to a Service Appeal**

a) The Department or provider agency shall provide clear written instructions on how to request an appeal. These instructions shall be provided to children and families when the commencement or denial of services occurs, during the intake assessment period, when a decision has been made to change services, during the administrative case review, and at any time services are requested and denied. Instructions shall be provided to foster parents and relative caregivers upon placement of a child, when services are requested and denied or a decision has been made to change services or upon the decision on the placement of a child made as a result of a clinical placement review.

b) Information and instructions regarding the appeal shall be provided in writing in the appellant's primary language.

c) If the appellant is unable to request a service appeal in writing, the Department or provider agency shall provide assistance to ensure that the request is made in writing.

d) The appeal may be filed by the appellant or his or her authorized representative.

(Source: Amended at 26 Ill. Reg. 6246, effective June 1, 2002)