**Section 383.60 Informal Review**

a) Informal reviews shall be offered to a licensee or holder of a permit who has a substantiated violation and the supervising agency's licensing administrator or manager has made a determination that reasonable efforts to correct the substantiated violation have been made and are documented by the licensing representative and supervisor without evidence of significant progress in correcting or maintaining corrections.

b) Licensees and permit holders shall be notified via certified mail of the right to request an informal review when the supervising agency has documented reasonable efforts to correct the substantiated violations, with no significant gains, and has determined further action at the supervisory level would not result in the required corrections.

c) An informal review shall only be conducted by a designated Department licensing administrator. A non-Department supervising agency shall refer all requests for informal reviews to the Department.

(Source: Amended at 42 Ill. Reg. 8197, effective June 1, 2018)