**Section 510.20 What May Be Appealed**

The following may be appealed under this Part:

a) DHS-ORS' refusal to provide any service it is authorized to provide;

b) modification of any service currently provided to the customer by DHS-ORS, termination of a service or case closure, unless agreed to by the customer and DHS-ORS;

c) a determination that a customer is ineligible for services;

d) issues related to sex equity at DHS-ORS schools, set forth in 89 Ill. Adm. Code 829;

e) refusal of the schools to permit modifications to a student's records, set forth in 89 Ill. Adm. Code 765.60(a)(1);

f) inaction of DHS-ORS employees as defined in Section 510.10;

g) dissatisfaction of a licensed vendor in the Business Enterprise Program for the Blind with any action of DHS-ORS arising from the administration of the Business Enterprise Program for the Blind; and

h) dissatisfaction of a customer of the Community Residential Services for the Blind and Visually Impaired (CRSBVI) program as set forth in 89 Ill. Adm. Code 730, Subpart D.

(Source: Amended at 27 Ill. Reg. 9576, effective June 13, 2003)