

**10A NCAC 63E .0402 APPEAL TO DESIGNATED AGENCY REPRESENTATIVE**

- (a) If a consumer is dissatisfied with an action taken by or service delivered by the independent living service program, that consumer may request a conference with the designated agency representative.
- (b) A conference shall be held within 30 calendar days from the receipt of the original request.
- (c) If the conference solves the grievance or dissatisfaction, this shall be stated in writing and signed by the consumer.
- (d) The agency representative shall prepare a written report of the conference within 15 calendar days of the conference.

*History Note: Authority G.S. 111-16; 143B-157;  
Eff. February 1, 1976;  
Amended Eff. October 12, 1977;  
Readopted Eff. November 16, 1977;  
Amended Eff. August 1, 2002; December 1, 1990; February 1, 1986;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. November 23, 2015.*