**Section 1075.50 Final Level**

a) If the grievance is not resolved at the Designated Coordinator Level to the satisfaction of the complainant, the complainant may submit a copy of the Grievance Form and Designated Coordinator's response to the Public Counsel for final review. The complainant shall submit these documents to the Public Counsel, together with a short written statement explaining the reason or reasons for dissatisfaction with the Designated Coordinator's written response, within five (5) business days after receipt by the complainant of the Designated Coordinator's response.

b) Within fifteen (15) days, the Public Counsel shall appoint a three-member panel to review the grievance at the Final Level. One member so appointed shall be designated chairperson. The panel shall schedule a review of the grievance which shall commence no later than fifteen (15) days after the last member of the panel is appointed.

c) Complainant shall be allowed to appear before the panel. Complainant shall have the right to appoint a representative to appear on his or her behalf. The panel shall review the Designated Coordinator's written response and may conduct interviews and seek advice as it deems appropriate.

d) Upon agreement of at least two (2) of the panel members, but not later than fifteen (15) days after the review in subsection (b) above, the panel shall make recommendations in writing to the Public Counsel as to the proper resolution of the grievance. All recommendations shall include reasons for such recommendations and shall bear the signatures of the concurring panel members. A dissenting member of the panel may make a recommendation to the Public Counsel in writing and shall sign such recommendation.

e) Within ten (10) days after receipt of recommendations from a panel, the Public Counsel, or designee, shall approve, disapprove or modify the panel recommendation; shall render a decision thereon in writing; shall state the basis therefor; and shall cause a copy of the decision to be served on the parties. The Public Counsel's decision shall be final. If the Public Counsel disapproves or modifies the panel recommendations, the Public Counsel may include written reasons for such disapproval or modification.

f) The Grievance Form, the Designated Coordinator's response, the statement of the reasons for dissatisfaction, the recommendation of the panel and the decision of the Public Counsel shall be maintained in accordance with the State Records Act (Ill. Rev. Stat. 1991, ch. 116, par. 43.3 et seq.), or as otherwise required by law.