**Section 734.300 Failure to Agree**

a) If the parties are unable to reach agreement at the end of 45 days, the mediation is terminated.

b) *If the parties are unable to reach agreement or after 45 days, whichever occurs first, the consumer may file a formal complaint with the Commission as described in* 83 Ill. Adm. Code 200*.* [220 ILCS 5/13-713(e)]