

**Mediation** or a **Fair Hearing**. You will get a letter explaining the decision resulting from the **Administrative Review**. If the problem is solved, you do not have to have a Fair Hearing.

4. When you ask for a Fair Hearing, you and **DVR/DVS** can use mediation to find a workable solution if both parties agree. Mediation cannot be used to delay or deny a Fair Hearing or other right. The department will pay mediation costs. The mediation session will be scheduled in a timely manner at a location as convenient to you as possible. Discussions will be confidential. If you agree to a solution, it will be written in a case record, and you will be provided a copy. You do not have to go to a Fair Hearing.
5. A Fair Hearing must be held within 60 days from the date a Request for Fair Hearing form is received by the DVR/DVS Hearings Coordinator, unless you agree to a solution or to a longer period of time. The Fair Hearing is a formal meeting with an **Impartial Hearing Officer**. At the Fair Hearing you or your representative and DVR/DVS will present your problem or concern. You will receive a letter from the Impartial Hearing Officer with a decision within 30 days after the Fair Hearing.
6. You can request a review of the Impartial Hearing Officer's decision within 20 days by contacting the DVR/DVS Hearings Coordinator. Your review request will be sent to the governor's office or its designee. A written decision will be provided within 30 days of your review request.
7. If you are not satisfied with the decision of the governor's office or its designee, you can bring a civil action asking a state court or district court to review the decision. The last decision of the governor's office or its designee will be implemented while the court reviews your case.