

INFORMAL DISPUTE RESOLUTION (IDR) PROCESS & INSTRUCTIONS
BUREAU OF RESIDENTIAL FACILITIES LICENSING

Upon receipt of a Statement of Deficiencies (SOD), the Licensee does have an opportunity to dispute any errors or inaccuracies through the Informal Dispute Resolution (IDR) process.

If a SOD arrives with a Notice of Enforcement attached (which will inform you not to send in a Plan of Correction (POC) until the Department requests it), the Licensee still maintains the opportunity to utilize the IDR process.

Here are the steps and instructions for the IDR process:

1. The IDR must be in a written format **and separate** from the plan of correction.
2. The Department must receive the written request for an IDR no later than **10 days** after you have received a SOD.
3. In writing your IDR, you must indicate each specific deficiency being refuted and a detailed explanation of the reason(s) the deficiency should not have been cited or why there was an error in the findings.
4. The IDR should include documentation that evidences any errors or discrepancies between the SOD and evidence provided during the inspection. Any documentation that was not made available during the on-site inspection will not be reviewed.
5. Altered, false, or misleading documentation/information will not be accepted, will render your IDR unacceptable, and may result in enforcement action, up to and including revocation of the facility's license.
6. The IDR must pertain only to the accuracy of the findings and cannot refute the professional judgment of the Department's staff regarding the level, extent, scope, or severity of the deficiency.
7. The IDR must be emailed to residential.licensing@azdhs.gov (Attention: Dawn Butler, Bureau Chief).
8. The Department's management team will review the information and documentation provided and will notify you of the Department's decision as soon as possible via email.