

Appeal Process for 911 Board Decisions

a) A PSAP or Service Provider aggrieved in connection with any action taken by the Board under this Part may request a hearing before the Board.

b) Requests for hearings shall be made in writing to the Executive Director and Chair of the Board and shall be filed within 30 calendar days after the aggrieved party knows or should have known of the facts giving rise to the request. A request for hearing is considered filed when physically received by the Executive Director or Chair. Requests filed after the 30 calendar day period shall not be considered. To expedite handling of requests, the envelope should be labeled "911 Funds Request for Hearing". The written request shall include as a minimum the following:

- 1) the name and address of the party;
- 2) the action of the Board;
- 3) a statement of reasons for the hearing; and
- 4) supporting exhibits, evidence, or documents necessary to substantiate the party's complaint.
- 5) Requests for hearing shall be sent to:

Executive Director, NC 911 Board

c/o NC Office of Information Technology Services

P.O. Box 17209

Raleigh, NC 27609

c) Any additional information requested by the Board shall be submitted within the time periods established in order to expedite consideration of the request. Failure of the requesting party to comply expeditiously with a request for information by the Board may result in resolution of the request without consideration of that information.

d) A decision on a request shall be made by the Board as expeditiously as possible after receiving all relevant requested information.