441—152.3(234) Appeals of departmental actions. Departmental actions other than rate determinations may be appealed pursuant to 441—Chapter 7. Requests for review of rate determinations may be submitted in writing to the chief of the bureau of purchased services. The request shall explain the rates in question and the reasons for dissatisfaction. The chief of the bureau of purchased services shall respond to the request in writing or request additional information within ten working days.