

IF ANY PERSON IS AGGRIEVED BY ANY DECISION, ACTION, OR INACTION ON THE PART OF THE SECRETARY OR OF ANY UNIT IN THE DEPARTMENT FOR WHICH AN APPEAL TO THE BOARD IS PROVIDED BY THIS SUBTITLE, THAT PERSON IS ENTITLED TO APPEAL AS PROVIDED IN THIS SECTION.

(B) NOTICE TO DEPARTMENT.

EXCEPT AS PROVIDED IN SUBSECTION (E)(2) OF THIS SECTION, BEFORE BEGINNING AN APPEAL, THE PERSON AGGRIEVED SHALL MAKE KNOWN THE BASIS OF THE COMPLAINT TO THE INDIVIDUAL RESPONSIBLE FOR THE DECISION, ACTION, OR INACTION COMPLAINED OF, TOGETHER WITH A REQUEST FOR REVIEW. IF, WITHIN 30 DAYS AFTER THE REQUEST, A RESOLUTION SATISFACTORY TO THE COMPLAINANT DOES NOT OCCUR, THE COMPLAINANT MAY FILE A STATEMENT OF COMPLAINT IN ACCORDANCE WITH SUBSECTION (C) OF THIS SECTION.

(C) STATEMENT OF COMPLAINT.

THE COMPLAINANT SHALL FILE A DETAILED WRITTEN STATEMENT OF THE COMPLAINT AND ALL RELEVANT FACTS AND CIRCUMSTANCES WITH THE CHIEF EXECUTIVE OFFICER OF THE DEPARTMENT OR UNIT IN THE DEPARTMENT TO WHICH APPLICATION FOR REVIEW IS MADE. IF THERE IS NO CHIEF EXECUTIVE OFFICER, THE STATEMENT MAY BE FILED WITH ANY MEMBER OF THE UNIT'S GOVERNING BODY. THE COMPLAINT SHALL BE ACKNOWLEDGED PROMPTLY IN WRITING, AND A COPY OF THE COMPLAINT AND ACKNOWLEDGMENT SHALL BE SENT TO THE SECRETARY.

(D) INVESTIGATION OF COMPLAINT; RECORD.

(1) THE DEPARTMENT OR UNIT THEN SHALL INVESTIGATE THE COMPLAINT. SUBJECT TO EXTENSIONS OF TIME TO WHICH THE PARTIES MAY AGREE, THE DEPARTMENT OR UNIT SHALL GIVE A WRITTEN DECISION AND SEND A COPY OF IT TO THE COMPLAINANT WITHIN 30 DAYS AFTER THE FILING OF THE COMPLAINT.

(2) A RECORD SHALL BE KEPT OF EACH COMPLAINT AND ITS DISPOSITION. THE RECORD SHALL BE OPEN TO PUBLIC INSPECTION DURING REGULAR BUSINESS HOURS.

(E) APPEAL TO BOARD.

(1) IF THE MATTER IS ONE FOR WHICH AN APPEAL TO THE BOARD IS PROVIDED BY THIS SUBTITLE, A COMPLAINANT AGGRIEVED BY AN ADVERSE DECISION OR ACTION OR BY INACTION WITHIN THE TIME REQUIRED BY SUBSECTION (D) OF THIS SECTION MAY FILE AN APPEAL TO THE BOARD.

(2) SUBJECT TO ARTICLE 41, § 253 OF THE CODE, ANY PARTY AGGRIEVED BY A DECISION IN A CONTESTED CASE FOR WHICH AN APPEAL IS PROVIDED TO THE BOARD MAY APPEAL DIRECTLY TO THE BOARD.