**Section 100.20 Definitions**

"Complainant" is an individual with a disability who files a Grievance Form provided by the Office of the Secretary of State under this procedure.

"Designated Coordinator" is the person(s) appointed by the Illinois Secretary of State who is/are responsible for the coordination of efforts of the Office of the Secretary of State to comply with and carry out its responsibilities under Title II of the ADA including investigation of grievances filed by complainants. The Designated Coordinator can be contacted at 196 Centennial Building, Springfield IL 62756. (See 28 CFR 35.107.)

"Grievance" is any complaint under the ADA that is reduced to writing by an individual with a disability who meets the essential eligibility requirements for participation in or receipt of the benefits of a program, activity or service offered by the Office of the Secretary of State, and believes he or she has been excluded from participation in, or denied the benefits of, any program, service or activity of the Office of the Secretary of State or has been subject to discrimination by the Office of the Secretary of State.

"Grievance Form" is prescribed for the purpose of filing a grievance under this Section and includes information such as name, address, phone number, nature of the grievance with specificity including date of incident, time, place and witnesses if applicable.