**Section 125.20 Definitions**

a) A "grievance" is any complaint under the ADA by an individual with a disability who:

1) meets the essential eligibility requirements for participation in or receipt of the benefits of a program, activity or service offered by the Office, and

2) believes he or she has been excluded from participation in, or denied the benefits of any program, service or activity of the Office or has been subject to discrimination by the Office, on the basis of his or her disability.

b) A "complainant" is an individual with a disability who files a grievance on the form set out in Appendix A of this Part.

c) The "designated coordinator" is the person(s) appointed by the Attorney General who is/are responsible for the coordination of efforts of the Office to comply with and carry out its responsibilities under Title II of the ADA, including the investigation of grievances filed by complainants. The ADA Coordinator can be contacted at the Office of the Attorney General, State of Illinois Center, 100 West Randolph, Chicago IL 60601, (312) 814-7123 (voice) (312) 814-3374 (TDD).