**Section 150.10 Purpose**

a) The purpose of the Illinois Criminal Justice Information Authority's grievance procedure for discrimination complaints is to establish a formalized method whereby discrimination complaints by qualified individuals with disabilities can be detected at the beginning stages, investigated, and, hopefully, resolved.

b) To that end, the Illinois Criminal Justice Information Authority (Authority) shall respond to complaints of discrimination by qualified individuals with disabilities. The Authority's Equal Employment Opportunity (EEO) Officer shall be responsible for the investigation of complaints, documentation of facts, and presentation of findings, and for advising management regarding recommendations to resolve the dispute.

c) It is the intention of the Authority to foster open communication with all individuals requesting readily accessible programs, services and activities. The Authority requires that each program, service and activity offered, when viewed in its entirety, be readily accessible to and usable by qualified individuals with disabilities and encourages Authority supervisors of agency programs, services and activities to respond to requests for reasonable accommodations before they become discrimination complaints.

d) The use of this grievance procedure for discrimination complaints does not preclude the right of a member of the public to file a charge directly with the Illinois Department of Human Rights or the United States Equal Employment Opportunity Commission (EEOC). The filing of any complaint of alleged discrimination may not be used as a basis for future retaliation adversely affecting the rights of any member of the public.