**Section 175.40 Designated Coordinator Level**

a) If an individual desires to file a formal written grievance, the individual shall promptly, but no later than 180 days after the alleged exclusion, denial or discrimination, submit the grievance to the Designated Coordinator in writing on the grievance form prescribed by the Agency for that purpose.

b) Upon request by the complainant, the Agency shall provide assistance to the complainant in completing the grievance form.

c) The Designated Coordinator, or his/her representative, shall investigate the grievance and shall make reasonable efforts to resolve the grievance. Within 10 business days after receipt of the grievance form, the Designated Coordinator shall provide a written response to the complainant and a copy to the Director.

(Source: Amended at 33 Ill. Reg. 4291, effective March 9, 2009)