**Section 175.50 Final Level**

a) If the grievance has not been resolved at the Designated Coordinator Level to the satisfaction of the complainant, the complainant may, within 5 days after receipt by the complainant of the Designated Coordinator's response, submit a copy of the grievance form and Designated Coordinator's written response to the Director of the Agency for final review. The complainant shall submit these documents to the Director, together with a short written statement explaining the reasons for dissatisfaction with the Designated Coordinator's written response.

b) The complainant shall be afforded an opportunity to appear before the Director or the Director's designee. The complainant shall have a right to appoint a representative to appear on behalf of the complainant. The Director or designee shall review the Designated Coordinator's written response and may conduct interviews and seek advice as the Director or designee deems appropriate.

c) If the Director appoints a designee for the procedure under subsection (b) of this Section, the designee shall present both his/her findings and the written response of the Designated Coordinator to the Director.

d) The Director shall approve, disapprove or modify the recommendations of the Designated Coordinator. Within 30 days after receiving the statement of dissatisfaction under subsection (a) of this Section, the Director shall render a decision thereon in writing, stating the basis for the decision and shall cause a copy of the decision to be served on the complainant and Designated Coordinator. If the Director disapproves or modifies the recommendations contained in the written response of the Designated Coordinator, the Director shall include in the written decision reasons for such disapproval or modification. The Director's decision shall be final.

e) The Agency shall maintain the grievance form, the Designated Coordinator's response, the statement of reasons for dissatisfaction, the findings of the Director's designee, if any, and the Director's written decision in accordance with the State Records Act [5 ILCS 160] or as otherwise required by law.

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