**Section 175.70 Case-by-Case Resolution**

a) Each grievance involves a unique set of factors that includes, but is not limited to:

1) the specific nature of the disability;

2) the essential eligibility requirements, the benefits to be derived, and the nature of the service, program or activity at issue;

3) the health and safety of others; and

4) whether or not an accommodation would constitute a fundamental alteration to the program, service or activity or undue hardship on the Agency.

b) Accordingly, termination of a grievance at any level, whether through the granting of relief or otherwise, shall not constitute a precedent on which any other complainants should rely.

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