**Section 325.120 Definitions**

a) Grievance

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 Department, and

2) believes he or she has been excluded from participation in, or denied the benefits of any program, service or activity of the Department or has been subject to discrimination by the Department.

b) Complainant

A complainant is an individual with a disability who files a Grievance Form provided by the Department under this procedure.

c) Designated Liaison

The Designated Liaisons are the persons appointed by the Director who are located in the Illinois Veterans Home Sites, and Field Sites who are responsible for collecting and forwarding grievances filed by complainants to the Designated Coordinator.

d) Designated Coordinator

The Designated Coordinator is the person(s) appointed by the Department Director who is/are responsible for the coordination of efforts of the Department to comply with and carry out its responsibilities under Title II of the ADA including investigation of grievances filed by complainants. See 28 CFR 35.107.