**Section 325.140 Designated Coordinator/Designated Liaison 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 discrimination, submit the grievance to the Designated Coordinator in writing on the Grievance Form prescribed for that purpose. The Grievance Form must be completed in full in order to receive proper consideration by the Designated Coordinator/Designated Liaison.

b) Upon request, assistance shall be provided by the Department to complete the Grievance Form.

c) The Designated Coordinator, or the Designated Liaison, shall investigate the grievance and shall make reasonable efforts to resolve it. The Designated Coordinator shall provide a written response to the complainant and Director within ten (10) business days after receipt of the Grievance Form.