**Section 375.20 Definitions**

"Commissioner" is the Commissioner of Banks and Real Estate.

"Complainant" is an individual with a disability who files a Grievance Form provided by the Agency under this Procedure.

"Designated Coordinator" is the person appointed by the Commissioner who is responsible for the coordination of efforts of the Agency to comply with and carry out its responsibilities under Title II of the ADA including investigation of grievances filed by complainants. The Designated Coordinator may be contacted at Room 100, 117 S. Fifth, Reisch Building, Springfield, Illinois, 62701. See 28 CFR 35.107.

"Grievance" is any complaint under the ADA by an individual with a disability who meets the essential eligibility requirements for participation in or receipt of the benefits of a program, activity or service offered by the Agency, and who believes he or she has been excluded from participation in or denied the benefits of any program, service or activity of the Agency, or has been subject to discrimination by the Agency.