**Section 375.30 Procedure**

a) Grievances must be submitted in accordance with the steps and time limits set forth in Sections 375.40 and 375.50. It is mutually desirable and beneficial that grievances be satisfactorily resolved in a prompt manner. Time limits established in this Procedure are in calendar days, unless otherwise stated, and may be extended by mutual agreement in writing by the complainant and the reviewer at the Designated Coordinator and Final Levels.

b) A complainant's failure to submit a grievance, or to submit or appeal it to the next level of Procedure within the specified time limits shall mean that the complainant has withdrawn the grievance or has accepted the last response given in the Procedure as the Agency's last response.

c) The Agency shall, upon being informed of that individual's desire to file a formal grievance, instruct the individual how to receive a copy of this Procedure and the Grievance Form.