**Section 400.20 Definitions**

Complainant – An individual with a disability or representative of such an individual who files a grievance form provided by the Commission under this Part. The address of the Commission is 527 Capitol Avenue, Springfield, Illinois 62706.

Designated Coordinator – The person appointed by the Commission's Executive Director who is responsible for the coordination of the Commission's efforts to comply with and carry out its responsibilities under Title II of the ADA, including the investigation of grievances filed by complainants.

Grievance – A complaint by or on behalf of an individual with a disability who believes he or she has been excluded from participation in, or denied the benefits of, any program, service or activity of the Commission or has been subject to discrimination by the Commission in violation of the ADA.