**Section 400.50 Final Level**

a) If the designated coordinator has not resolved the grievance to the satisfaction of the complainant, the complainant may submit a copy of the grievance form and designated coordinator's response to the Commission's Executive Director for final review. The complainant shall submit these documents to the Executive Director, together with a written statement explaining the reasons for dissatisfaction with the designated coordinator's response, within twenty business days after receipt by the complainant of the designated coordinator's response.

b) The Executive Director shall appoint one or more Commission employees to review the grievance. The complainant shall have the opportunity to discuss the grievance with the person or persons appointed to review the grievance. The employee or employees shall review the designated coordinator's response and shall conduct any interviews necessary to further investigate the grievance.

c) The employee or employees shall make written recommendations to the Executive Director as to the proper resolution of the grievance. All recommendations shall include reasons for such recommendations and shall bear the signature of the employee or employees making the recommendation.

d) Upon receipt of the recommendations, the Executive Director shall approve, disapprove or modify the recommendations, and shall render a written decision on the grievance, stating the basis for the decision. The Executive Director's decision shall be furnished to the complainant, and shall be final.

e) The grievance form, the designated coordinator's response, the statement of reasons for dissatisfaction, the employee recommendations and the decision of the Executive Director shall be maintained in accordance with the State Records Act (Ill. Rev. Stat. 1991, ch. 116, par. 43.3 et seq.).