**Section 475.30 Verbal Requests and Complaints**

Employees, applicants and persons other than committed persons may make verbal requests for reasonable modifications or verbal complaints regarding alleged discrimination to staff at any Department facility or office. Such requests or complaints shall be forwarded through chain-of-command to determine whether any immediate action may be taken. If the request or complaint is not resolved to the satisfaction of the individual, a written grievance may be filed in accordance with Section 475.40.