**Section 575.20 Definitions**

 "Complainant" is an individual with a disability who files a grievance form provided by the Department in accordance with this Part.

 "Designated Coordinator" is the person appointed by the Department's Director to coordinate the Department's efforts in complying with and in carrying out its responsibilities under Title II, Subtitle A, of the ADA, including investigation of grievances filed by complainants. The Designated Coordinator for the Department can be contacted by mail at 620 East Adams Street, Springfield, Illinois 62701 or by telephone at 217/785-6323.

 "Director" is the Director of the Department of Commerce and Community Affairs.

 "Disability" means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such impairment; or being regarded as having such an impairment (42 U.S.C. 12102).

 "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 Department, and who believes he or she has been excluded from participation in or denied the benefits of any program, service or activity of the Department, or has been subject to discrimination by the Department, on the basis of his or her disability. Programs, services or activities of the Department include those administered by entities on behalf of the Department under a contract, a grant or any other legally binding agreement.

 "Qualified individual with a disability" means an individual with a disability who, with or without reasonable modifications to rules, policies or practices, the removal of architectural, communication or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the Department (42 U.S.C. 12131).