**Section 650.20 Definitions**

 "Complainant" is an individual with a disability who files a grievance with the Department under this procedure.

 "Designated Coordinator" is the person(s) appointed by the Department Director who is responsible for the coordination of efforts of the Department to comply with and carry out its responsibilities under Title II of the ADA, including investigation of grievances filed by complainants. The Designated Coordinator for the Department is the Personnel Officer. The Department's Personnel Officer can be contacted at 500 Iles Park Place, Suite 510, Springfield, Illinois 62718, (217)782-2831.

 "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 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.

 "Grievance Form" is a Department created form which, when completed by a complainant, includes, but is not limited to, the name, address and telephone number of the complainant; date of incidence; a short factual statement of the grievance; and the relief requested, if applicable.