**Section 700.103 Definitions**

"Authority": The Illinois Housing Development Authority.

"Complainant": An individual with a disability who files a Grievance on the form provided by the Authority in accordance with this Part.

"Designated Coordinator": The person appointed by the Authority to coordinate the Authority's efforts 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 Authority can be reached at 401 N. Michigan Avenue, Suite 900, Chicago, Illinois 60611 or by telephone at (312)836-5200.

"Disability": 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.

"Grievance": Any formal 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 or activity offered by the Authority, and who believes he or she has been excluded from participation in or denied the benefits of any program or activity of the Authority, or has been subject to discrimination by the Authority on the basis of his or her disability.

"Grievance Form": The form on which a Grievance must be submitted to the Authority.

"Grievance Procedure": The procedure established by this Part.