**Section 900.20 Definitions**

a) Complainant

A complainant is an individual with a disability who files a Grievance Form provided by the Board under this procedure.

b) Designated Coordinator

The Designated Coordinator is the persons appointed by the Chairman of the Board who is/are responsible for the coordination of efforts of the Board to comply with and carry out its responsibilities under Title II of the ADA including investigation of grievances filed by complainants. The Designated Coordinator may be contacted at 160 North LaSalle Street, Suite N-400, Chicago, Illinois 60601. See 28 CFR 35.107.

c) Grievance

A grievance is any complaint under the ADA by an individual with a disability who:

1) meets the essential eligibility requirements for participation in or receipt of the benefits of a program, activity or service offered by the Board, and

1. believes he or she has been excluded from participation in, or denied the benefits of, any program, service or activity of the Board or has been subject to discrimination by the Board.

(Source: Amended at 28 Ill. Reg. 7927, effective May 28, 2004)