**Section 950.20 Definitions**

"Complainant" is an individual with a disability who files a Grievance Form provided by the Illinois Development Finance Authority under this procedure.

"Designated Coordinator" is the person(s) appointed by the Illinois Development Finance Authority who is/are responsible for the coordination of efforts of the Illinois Development Finance Authority 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 2 N. LaSalle, Suite 980, Chicago IL 60602. See 28 CFR 35.107.

"Director" means the Executive Director of the Illinois Development Finance Authority.

"Disabilities" shall have the same meaning as set forth in the Americans With Disabilities Act, 42 U.S.C. Section 12101.

"Grievance" is any complaint under the ADA that is reduced to writing 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 Illinois Development Finance Authority, and believes he or she has been excluded from participation in, or denied the benefits of, any program, service or activity of the Illinois Development Finance Authority or has been subject to discrimination by the Illinois Development Finance Authority.

"Grievance Form" is prescribed for the purpose of filing a grievance under this Section and includes information such as name, address, phone number, nature of the grievance with specificity including date of incident, time, place and witnesses if applicable.