**Section 1725.40 Manner of Filing**

a) A grievance shall be filed with the ADA/Civil Rights Program Coordinator in a timely manner on the formal grievance intake forms prescribed in Appendix A at the address listed in Section 1725.10.

b) In order to be deemed filed and to receive proper consideration by the Coordinator, the formal grievance intake form must be completed in full as to the following information:

1) the complainant's name, address, and daytime telephone number; and

2) the best means and time for contacting the complainant.

c) If a grievance is based on any complaint of alleged discrimination, the following information must also be completed on the formal grievance intake form:

1) the program, service, or activity that was denied the complainant or in which alleged discrimination occurred;

2) the date of alleged discrimination;

3) the nature of the alleged discrimination; and

4) the dated signature of the complainant, certifying that he or she is qualified or otherwise eligible to participate in the program, service, or activity and that all information on the formal grievance intake form is true to the best of the complainant's knowledge and belief.

d) If a grievance is based on the denial of a requested reasonable accommodation, the following information must also be completed on the formal grievance intake form, to the extent an answer is known:

1) the exact nature of the complainant's disability, including a signed statement from a physician currently licensed to practice in Illinois;

2) the accommodation the complainant seeks;

3) the date of the original request;

4) the person to whom the request was made;

5) the reason for denial;

6) the estimated cost of the accommodation (if known);

7) a statement detailing why the requested accommodation is necessary to use or participate in the program, service, or activity;

8) any alternative accommodations that may provide accessibility;

9) any other information the complainant believes will aid in a fair resolution of the formal grievance; and

10) the dated signature of the complainant, certifying that he or she is qualified or otherwise eligible to participate in the program, service, or activity and that all information on the formal grievance intake form is true to the best of the complainant's knowledge and belief.

e) The Coordinator will notify the complainant and other concerned parties within 10 business days, by certified mail, after the receipt of the formal grievance intake form if the filing is not complete. The Department will assist with completion of the formal grievance intake form upon request.

f) The Coordinator will investigate a formal grievance and make reasonable efforts to resolve the matter.