**Section 2110.30 Procedure**

a) Grievances must be submitted in accordance with procedures established in Sections 2110.40 and 2110.50 of this Part. It is mutually desirable and beneficial that grievances be satisfactorily resolved in a prompt manner. Time limits established in this procedure are in calendar days, unless otherwise stated, and may be extended by mutual agreement, in writing, by the complainant and the reviewer, at the 504/ADA Coordinator and/or the Final Level described in Sections 2110.40 and 2110.50.

b) A Complainant's failure to submit a grievance, or to submit or appeal it to the next level of procedure within the specified time limits, shall mean that the complainant has withdrawn the grievance or has accepted the last response from HFS given in the grievance procedure.

c) HFS shall, upon being informed of individual's desire to file a formal grievance, instruct the individual how to receive a copy of this procedure and the Grievance Form.