**Section 299.810 Grievance Examiner**

a) The Program Director shall appoint two or more employees to serve as a Grievance Examiner who shall attempt to resolve problems, complaints and grievances that residents have been unable to resolve through the ATR process.

b) No person who is directly involved in the subject matter of the grievance, who was the Program Unit Hearing Officer, who was a member of the Behavior Committee that heard an incident report concerning the grievance, or who is otherwise not impartial, may serve as the Grievance Examiner reviewing that particular case.

(Source: Amended at 44 Ill. Reg. 8246, effective April 28, 2020)