**Section 299.820 Grievance Procedures**

a) A Grievance Examiner shall review grievances at least weekly, provided that one or more grievances have been filed. The Grievance Examiner shall determine whether to process a grievance or return the grievance as not grievable.

b) If the Grievance Examiner determines further clarification is necessary, he/she may meet with the resident.

c) The Grievance Examiner shall consider the grievance and review all findings and recommendations within 15 working days after receipt of the grievance, whenever practicable. The Grievance Examiner shall submit, in writing, to the Program Director, within five working days, the findings and recommendations. The Program Director shall make the decision as to whether the grievance is resolved, denied, upheld or not indicated and shall provide that determination, in writing, to the Grievance Examiner within 10 working days. The Grievance Examiner shall advise the resident of the Program Director's decision, in writing, within 10 working days , whenever possible.

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