**Section 225.20 Definitions**

a) Complainant

Complainant is an individual with a disability who files a grievance form provided by the Commission under this procedure.

b) Designated Coordinator

The Designated Coordinator is the person(s) appointed by the Chairman of the Commission who is responsible for the coordination of efforts of the Commission 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 100 W. Randolph St., Suite 8-200, Chicago, Illinois 60601.

c) Grievance

A Grievance is any complaint under the ADA by an individual with a disability who:

1) meets the essential eligibility requirements for participation in or receipt of the benefits of a program, activity or service offered by the Commission, and

2) believes he or she has been excluded from participation in, or denied the benefits of, any program, service or activity of the Commission or has been subject to discrimination by the Commission.