**Section 275.20 Definitions**

a) Who May File a Grievance. Any individual with a disability may file a grievance with the Department if the individual:

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

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

b) "Complainant" is an individual with a disability who files a Grievance Form provided by the Department under this procedure.

c) "Designated Coordinator" is the person(s) appointed by the Director of the Department (the Director) who is/are responsible for the coordination of efforts of the Department to comply with and carry out its responsibilities under Title II of the ADA, including investigation of grievances filed by complainants. (See 28 CFR 35.107).