**Section 275.30 Procedure**

a) The Department shall, upon being informed that an individual desires to file a formal grievance, instruct the individual how to receive a copy of this Procedure and the Grievance Form.

b) Grievances must be submitted in accordance with the steps and time limits set forth in Section 275.40 and 275.50. 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 Designated Coordinator.

c) 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or appeal it to the next level of procedure within the specified time limits, shall mean that the complainant has withdrawn the grievance or has accepted the last response given in the grievance procedure as the Department's last response.