**Section 300.30 Procedures**

a) DHS shall, upon being informed of an individual's desire to file a formal grievance, instruct the individual how to receive a copy of this Procedure and a grievance form.

b) Grievances must be submitted through the process described below in the form and manner as described within the specified time limits. 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 ADA/504 Coordinator and Final Review by the Secretary.

c) A Complainant's failure to submit or appeal a grievance to the next level of procedure within the specified time limits shall mean that the Complainant has withdrawn the grievance or has accepted the last response given in the grievance procedure as DHS' last response.

(Source: Amended at 24 Ill. Reg. 7494, effective May 6, 2000)