**Section 300.40 ADA/504 Coordinator Review**

a) If an individual desires to file a formal written grievance under this Part, the individual shall promptly, but no later than 30 days after the alleged discrimination, submit the grievance to the ADA/504 Coordinator in writing on the grievance form prescribed for that purpose. The grievance form must be completed in full in order to receive proper consideration by the ADA/504 Coordinator.

b) The grievance form shall include:

1) The Complainant's name, and if applicable, address and telephone number;

2) the best means and time for contacting the Complainant;

3) the program, activity or service that was denied Complainant or in which alleged discrimination occurred;

4) the date and nature of the alleged denial or discrimination;

5) the signature of the Complainant, or his/her authorized designee.

c) Upon request, assistance shall be provided by DHS to complete the grievance form.

d) The ADA/504 Coordinator, or his/her representative, shall investigate the grievance and shall make reasonable efforts to resolve it. The ADA/504 Coordinator shall provide a written response to the Complainant within 45 business days after receipt of the grievance form.

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