**Section 475.40 Grievance Procedure**

This Section applies to any persons except committed persons.

a) Grievances under the ADA shall be submitted to:

Americans With Disabilities Act Coordinator

Illinois Department of Corrections

4-200 State of Illinois Center

100 W. Randolph

Chicago, Illinois 60601

Attention: ADA Grievance

b) Grievances shall be in writing and should be on the form provided by the Department. The grievance shall include, among other matters:

1) The program, service, or activity in which alleged discrimination occurred;

2) Date and nature of the alleged discrimination;

3) If applicable, the reasonable modification allegedly denied and the estimated cost of such modification; and

4) Alternative modifications that may provide accessibility and the estimated cost of such alternatives.

c) Copies of the grievance procedure and the grievance form shall be available at all Department offices and correctional facilities or may be requested through the ADA Coordinator.

d) The grievance should be filed promptly, but no later than 180 days after the alleged discrimination occurred or the alleged denial of the request for modification. The grievance form must be complete, to the extent known, in order to be given proper consideration by the Department.

e) Upon request, assistance in completing the grievance form shall be provided as determined necessary by the Department.

f) A Department ADA Coordinator shall take reasonable steps to ensure that the grievance is investigated and reasonable efforts are made to resolve it. The investigation may include an interview with the grievant when determined necessary by the ADA Coordinator. The ADA Coordinator shall submit a written response to the grievant within 45 working days after receipt of the grievance, whenever possible.