**Section 700.102 Purposes**

This Part establishes a grievance procedure pursuant to the ADA and specifically the Regulations, which require that such a procedure be established to resolve grievances asserted by qualified individuals with disabilities. The ADA requires that each program and activity offered by the Illinois Housing Development Authority (the "Authority") be readily accessible to and usable by qualified individuals with disabilities. It is the intent of the Authority to foster open communication with all individuals requesting access to the programs and activities of the Authority.