**Section 1660.20 Definitions**

"Act" means the Americans With Disabilities Act of 1990 (42 USC 12101 et seq.).

"ADA Coordinator" means the person appointed by the Secretary who is responsible for the coordination of efforts of the Department to comply with and carry out its responsibilities under Title II of the Act, including investigation of grievances filed by complainants.

"Complainant" means an individual with a disability who files a grievance with the Department pursuant to the provisions of this Part.

"Department" means the Illinois Department of Innovation and Technology.

"Grievance" means any complaint under the Act by an individual with a disability who:

meets the essential eligibility requirements for participation in or receipt of the benefits of a program, activity or service offered by the Department; and

believes he or she has:

been excluded from participation in, or denied the benefits of, any program, service or activity of the Department; or

been subject to discrimination by the Department.

"Grievance Form" means a Department created form (attached as Exhibit A) that, when completed by a complainant, includes, but is not limited to, the name, address and telephone number of the complainant; date of incident; a short factual statement of the grievance; and the relief requested, if applicable.

"Procedure" means the Americans With Disabilities Act Grievance Procedure set forth in this Part.

"Secretary" means the Secretary of the Illinois Department of Innovation and Technology or anyone to whom the Secretary's responsibilities and authority are lawfully delegated.