**Section 1800.30 Procedure**

a) Grievances must be submitted through the channels defined in this Section, in the form and manner described, and 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 business days, unless otherwise stated, and may be extended by mutual agreement in writing by the complainant and the reviewer at the Designated Coordinator and Final Levels.

b) A complainant's failure to submit a grievance or to submit or appeal it to the next level of procedure within the specified time limits shall mean that the complainant has withdrawn the grievance or has accepted the last response given by the Office.

c) Upon being informed by an individual that the individual desires to file a formal grievance, the Office shall provide the individual with a copy of this Part and the Grievance Form.

d) In order to be deemed filed and to receive proper consideration by the Designated Coordinator, the Grievance Form must be completed in full except as otherwise indicated. The Designated Coordinator will notify the complainant within 10 days after the receipt of the form if the filing is not complete. The Office will assist with completion of the Grievance Form upon request.