**Section 120.100 Complaint Process**

In the event of an Applicant, Grantee, or CSBG program eligible client complaint, the Department will follow the procedures outlined in the 56 Ill. Adm. 2605 with the exception of complaints relating to funding termination of Community Action Agencies. Those complaints and appeals will follow the process described at Section 120.55 of this Part which is in accordance with the federal Community Services Block Grant Act.

(Source: Amended at 27 Ill. Reg. 7986, effective April 28, 2003)