**Section 299.830 Emergency Grievance Procedures**

a) All grievances marked as emergency shall be reviewed by a Grievance Examiner every working day after receipt.

b) The Grievance Examiner shall review and immediately forward all grievances determined to be an emergency to the Program Director.

c) If the Program Director determines that there is a substantial risk of imminent personal injury or other serious or irreparable harm to the resident, or others, the Program Director shall notify the Grievance Examiner that the grievance shall be handled on an emergency basis.

d) The Program Director shall respond to the resident within three working days after receipt of the grievance, indicating what action shall be or has been taken.

(Source: Amended at 44 Ill. Reg. 8246, effective April 28, 2020)