

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: I Secretary of State

Part #: 100 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: II Attorney General

Part #: 125 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Grievances
Section: 40	Manner or Filing
Section: 50	Initial Response
Section: 60	Review
Section: 70	Accessibility
Section: 80	Case-By-Case Resolution
APPENDIX A	Grievance Form

Chapter: III Illinois Criminal Justice Information Authority

Part #: 150 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Procedures
Section: 30	Investigation Findings
Section: 40	Final Level
Section: 50	Accessibility
Section: 60	Case-By-Case Resolution

Chapter: IV Illinois Emergency Management Agency

Part #: 175 Americans with Disabilities Act Grievance Procedure

Section: 10	Purposes
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-by-Case Resolution

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: V Office of the State Fire Marshal

Part #: 200 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: VI Industrial Commission

Part #: 225 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: VII Department of Insurance

Part #: 250 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	ADA
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution
EXHIBIT A	Grievance Form

Chapter: VIII Department of Professional Regulation

Part #: 275 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: IX Department of Human Services

Part #: 300 Americans with Disabilities Act and Section 504 Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedures
Section: 40	ADA/504 Coordinator Review
Section: 50	Secretary Review
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution
Section: 80	ADA/504 Notice

Chapter: X Department of Veterans' Affairs

Part #: 325 Americans with Disabilities Act Grievance Procedure

Section: 10	General Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator/Designated Liaison Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XI Treasurer

Part #: 350 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XII Office of Banks and Real Estate

Part #: 375 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: XIII Illinois Commerce Commission  
Part #: 400 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter XIV Department of Children and Family Services  
Part #: 425 Americans with Disabilities Act Grievance Procedure

Section: 10	Purposes
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case – By – Case Resolution

Chapter: XV Department of Central Management Services  
Part #: 450 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XVI Department of Corrections  
Part #: 475 Americans with Disabilities Act Grievance Procedure

Section: 10	Applicability
Section: 15	Definitions
Section: 17	Responsibilities
Section: 20	General Provisions
Section: 30	Verbal Requests and Complaints
Section: 40	Grievance Procedure
Section: 50	Appeal Process

Chapter: XIX Department of Agriculture  
Part #: 550 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XX Department of Commerce and Community Affairs  
Part #: 575 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Informal Resolution
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XXI Department of Energy and Natural Resources  
Part #: 600 Americans with Disabilities Act Grievance Procedure (Repealed)

(Repealed at 21 Ill. Reg. 8930, effective June 26, 1997)

Chapter: XXII Department of Mines and Minerals  
Part #: 625 Americans with Disabilities Act Grievance Procedure

(Repealed at 21 Ill. Reg. 9026, effective June 26, 1997)

Chapter: XXIII Department of Financial Institutions  
Part #: 650 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XXIV Department of Lottery  
Part #: 675 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: XXV Illinois Housing Development Board

Part #: 700 Americans with Disabilities Act Grievance Procedure

Sub Part A General Rules

Section: 101 Authority

Section: 101 Purposes

Section: 103 Definitions

Sub Part B Procedures

Section: 201 General Procedures

Section: 202 Designated Coordinator Level

Section: 203 Final Level

Section: 204 Accessibility

Chapter: XXVI Capital Development Board

Part #: 725 Americans with Disabilities Act Grievance Procedure

Section: 10 Purpose

Section: 20 Definitions

Section: 30 Procedure

Section: 40 Designated Coordinator Level

Section: 50 Final Level

Section: 60 Accessibility

Section: 70 Case-By-Case Resolution

Chapter: XXVII Department of Transportation

Part #: 750 Americans with Disabilities Act Grievance Procedure

Section: 10 Purpose

Section: 20 Definitions

Section: 30 Procedure

Section: 40 Grievance – ADA Coordinator Level

Section: 50 Grievance – ADA Executive Appeals Committee Level

Section: 60 Accessibility

Section: 70 Case-By-Case Resolution

Chapter: XXVIII Comptroller

Part #: 775 Americans with Disabilities Act Grievance Procedure

Section: 10 Purpose

Section: 20 Definitions

Section: 30 Procedure

Section: 40 Review at the Designated Coordinator Level

Section: 50 Review at the Final Level

Section: 60 Accessibility Policy

Section: 70 Case-By-Case Resolution

APPENDIX A Grievance Form

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: XXIX Illinois Planning Council on Developmental Disabilities  
Part #: 800 Americans with Disabilities Act Grievance Procedure

Section: 10	Purposes
Section: 20	Definitions
Section: 30	Grievances (Repealed)
Section: 40	Procedure
Section: 50	Designated Coordinator
Section: 60	Final Level
Section: 70	Accessibility
Section: 80	Case-By-Case Resolution
APPENDIX A	Grievance Form

Chapter: II Department of State Police  
Part #: 825 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Grievances
Section: 40	Manner or Filing
Section: 50	ADA Coordinator Review
Section: 60	Review
Section: 70	Accessibility
Section: 80	Case-By-Case Resolution

Chapter: XXXI Guardianship and Advocacy Commission  
Part #: Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XXXII Department of Revenue  
Part #: 875 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: XXXIII Illinois Educational Labor Relations Board

Part #: 900 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XXXIV Illinois Environmental Protection Agency

Part #: 925 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Grievances
Section: 40	Manner or Filing
Section: 50	Initial Response
Section: 60	Review
Section: 70	Accessibility
Section: 80	Case-By-Case Resolution
APPENDIX A	Grievance Form

Chapter: XXV Illinois Development Finance Authority

Part #: 950 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XXVI Board of Higher Education

Part #: 975 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: XXXIII Department of Natural Resources

Part #: 1000 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	ADA Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XXXVIII Department of Employment Security

Part #: 1025 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XXIX Illinois Community College Board

Part #: 1050 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XL Office of Public Counsel

Part #: 1075 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XLIOffice of Banks and Real Estate

Part #: 1100 Americans with Disabilities Act Grievance Procedure (Repealed)

(Repealed at 21 Ill. Reg. 603, effective December 26, 1996)

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

Last Updated: April 17, 2015

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: XLII Auditor General

Part #: 1125 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Review at the ADA Coordinator Level
Section: 50	Review at the Final Level
Section: 60	Accessibility Policy
Section: 70	Case-By-Case Resolution

Chapter: XLIII Department of Human Services

Part #: 1150 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	ADA Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XLVI Illinois Student Assistance Commission

Part #: 1400 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XLVII Department of Labor

Part #: 1500 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: L State Universities Retirement System

Part #: 1650 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: LX Department of Public Health

Part #: 1700 Americans with Disabilities Act Grievance Procedure

Section: 10	Purpose
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Chapter: XVI Department on Aging

Part #: 1725 Americans with Disabilities Act and Civil Rights Program Grievance Procedure

Sub Part A General Rules

Section: 10	Definitions
Section: 20	Purpose
Section: 30	General Grievance Procedures

Sub Part B Procedures

Section: 40	Manner of Filing
Section: 50	Initial Level Review
Section: 60	Final Level Review
Section: 70	Accessibility Policy
Section: 80	Case – by – Case Resolution
Section: 90	ADA/Civil Rights Program Notice

APPENDIX A ADA/Civil Rights Program Formal Grievance Intake Form

Chapter: LV Illinois Toll Highway Authority

Part #: 1750 Americans with Disabilities Act Grievance Procedure

Section: 10	Definitions
Section: 20	Purpose
Section: 30	Grievance Procedure
Section: 40	Grievance – ADA Coordinator Level
Section: 50	Grievance – ADA Committee Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution
Section: 80	ADA Notice

**TABLE OF CONTENTS**  
**ILLINOIS ADMINISTRATIVE CODE**

**Last Updated: April 17, 2015**

**TITLE 4 DISCRIMINATION PROCESS**

Chapter: LXV Discrimination Procedures

Part #: 1775 Americans with Disabilities Act Grievance Procedure

Section: 10	Purposes
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Part #: 1800 Americans with Disabilities Act Grievance Procedure

Section: 10	Purposes
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution

Part#: 2100 Americans with Disabilities Act Grievance Procedure

Section: 10	Purposes
Section: 20	Definitions
Section: 30	Procedure
Section: 40	Designated Coordinator Level
Section: 50	Final Level
Section: 60	Accessibility
Section: 70	Case-By-Case Resolution