**Section 1125.30 Procedure**

a) Grievances must be submitted through the channels defined below, 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 calendar days, unless otherwise stated, and may be extended by mutual agreement in writing by the complainant and the reviewer at the ADA 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or appeal it to the next level of procedure within the specified time limits, shall mean that the complainant has withdrawn the grievance or has accepted the last response given by the Office.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 procedure and the grievance form.

d) A complainant may use the assistance of an advocate in any stage of the grievance procedure.

(Source: Amended at 33 Ill. Reg. 5371, effective April 6, 2009)