

# COMPLAINT PROCESS

Employee has 10\* days from the event to file a complaint.

Complaint  
filed.  
Process  
begins.

DAY  
1

DAY  
30

Hearings and  
mediation  
must take  
place within  
30 business  
days\* of  
complaint  
submission.

**Oklahoma Administrative Code 260:130-3-2(i) Pro se complainant**  
A complainant who is not represented by an attorney licensed to practice law in the state of Oklahoma will first participate in mediation before proceeding to hearing. This provision shall only be applicable for complaints that are entitled to a hearing (termination, suspension without pay, involuntary demotion, or punitive transfer).



Employees who perform duties pursuant to 70 O.S. § 3311(E)(6) and 47 O.S. § 2-105 are not held by the same timelines as other employees and should refer to rules set forth by the Civil Service Division.

\*ALJ = Administrative Law Judges

\*HCM = Human Capital Management

\*CSD = Civil Services Department

\*OAG = OK Attorney General

