

OKLAHOMA

CORPORATION COMMISSION

P.O. BOX 52000
OKLAHOMA CITY, OKLAHOMA 73152-2000

311 Jim Thorpe Building
Telephone: (405) 521-2211
www.occeweb.com

TIM RHODES



DIRECTOR OF ADMINISTRATION

THE OKLAHOMA CORPORATION COMMISSION (OCC) does not discriminate on the basis of race, color, national origin, sex, age, or disability in the services, programs, and activities it provides or in employment practices. Upon request, the OCC will provide equal access to services, programs, activities and employment to those with disabilities, including information regarding the availability of auxiliary aids and services and the location of accessible services, activities, and facilities. For further information, or to address issues of noncompliance, please contact:

Lori Mize, Human Resources Management Specialist
Human Resources
2101 North Lincoln Boulevard
Jim Thorpe Building Room #460
Oklahoma City, OK 73105
405.522.0260 (phone)
405.522.3658 (fax)
Lori.Mize@occ.ok.gov

You may also use Oklahoma Relay (including Spanish Relay) by dialing 7-1-1. Go to www.oklahomarelay.com for more information about free public services for communication between standard (voice) users and those who are deaf, hard of hearing, deaf-blind, and speech-disabled using text telephones (TTYs) or the Internet.

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In compliance with 40 C.F.R. Part 7, the Oklahoma Corporation Commission (OCC) has established a procedure to ensure prompt and fair resolution of complaints alleging discriminatory practices with respect to programs and activities receiving assistance from the United States Environmental Protection Agency (EPA). This procedure is intended to address allegations of such discrimination only, and does not address or affect the OCC's employee grievance resolution procedures.

Anyone who believes he/she has been subjected to discrimination in a program or activity receiving EPA assistance may file a complaint with the OCC. The complaint must:

- 1) be in writing and include the name, address, and phone number of the complainant and the location, date, and detailed description of the alleged violation of 40 C.F.R. Part 7;
- 2) be received by the Non-Discrimination Compliance Coordinator at the address below within 30 days of the alleged violation; and
- 3) identify the individuals impacted or affected by the alleged violation.

Upon request, alternative methods for filing complaints, such as personal interviews, will be made available for persons with disabilities.

Lori Mize, Non-Discrimination Compliance Coordinator
Director, Human Resources
2101 North Lincoln Boulevard
Jim Thorpe Building Room #460
Oklahoma City, OK 73105

Within 10 days of receiving a complaint, the Coordinator will provide the complainant with written notice of receipt, and may follow up with requests for additional information.

Based on the information in the complaint and any other relevant information received, the Coordinator whether the OCC is the appropriate agency to address the matter and whether the complaint has sufficient merit to warrant an investigation. A complaint shall be investigated unless it clearly appears on its face to be frivolous or trivial, an informal resolution is reached with the complainant in lieu of conducting an investigation, or the complaint is not timely and good cause does not exist for waiving the 30-day requirement.

Within 15 business days of accepting a complete complaint, the Coordinator will respond in writing to the complainant with a resolution. Such resolution may include describing to the complainant the procedures that are available for pursuing complaints through the Consumer Services Division of the Commission, or through an action conducted before an administrative law judge at the Commission, if applicable.

All complaint records received by the Coordinator will be retained by the OCC for at least three years from the date of resolution.