COMPLAINT PROCESS

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

- Whistleblower complaint:
  - Routed to HCM*.
  - HCM* routes to OAG*.
  - No mediation requested.
  - Sent to ALJ*.
  - Settled and closed.

- Termination, suspension without pay, or involuntary demotion complaint:
  - Filed with CSD*.
  - CSD* receives complaint.
  - Employee agrees to mediation.
  - Mediator is assigned to complaint and follows the mediation process.
  - Sent to ALJ* if not settled.

- Written reprimand or punitive transfer complaint:
  - Filed with CSD*.
  - That agency's dispute manager or HR representative would investigate complaint.
  - Not settled in mediation.
  - Punitive transfers not settled in mediation may be assigned to ALJ*.
  - Settled in mediation.
  - Sent to ALJ* if not settled.

*ALJ = Administrative Law Judges
*CSD = Civil Services Department
*HCM = Human Capital Management
*HCM = Human Capital Management
*OAG = OK Attorney General