Civil Service Division Online Tutorial

OMES CSD website: https://oklahoma.gov/omes/services/human-capital-management/civil-service.html

Step 1 – Select the **Online Filing System**.
Step 2 – Select **Sign in** in the top right corner.

Step 3 – Select **Create/Update Petition**.
Step 4 – If you have never filed a complaint with CSD, select **Sign up now**.

If you have filed a complaint before, enter your **Email Address** and **Password** and skip to Step 8 to edit personal information or Step 9 to complete the complaint details.

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Step 5 – Provide the email address at which you would like to receive email notifications from CSD. Select **Send Verification Code**.

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Step 6 – Retrieve verification code from your email and select **Verify Code**. After you enter a password, select **Create**.

Step 7 – Now that you have created an account, you can start your **New Complaint Petition**.

In accordance with the Civil Service and Human Capital Modernization Act, 62J34.301 C, employees have 5 business days to file a complaint with the Civil Service Division (CSD) after receiving a disciplinary action or alleged punitive transfer. If the hearing process is required, the hearing shall take place within twenty-five (25) business days of the action.

Employees filing a complaint with the CSD shall prove that there was no reasonable basis for the disciplinary action by the state agency. The review of the merits of the complaint shall be limited to the employee disciplinary file directly at issue.

CSD will receive and hear the following complaints in regards to:

- Written Reprimands
- Alleged Punitive Transfers
- Suspension Without Pay
- Involuntary Demotions
- Termination

CSD will also receive Whistleblower complaints for the Attorney General’s office to investigate.
Step 8 – Select **Start New Petition**.

Step 9 – Complete the details of your complaint.

You can make the fields bigger by selecting and dragging the bottom right corner of the entry field.
Step 10 – Add files if needed by selecting **Add files** and then **Browse**. No need to upload a complaint petition form because a system-generated form will be created when you finish filing your complaint. The files you add should support your case. If you did not have enough room to provide the basis for your complaint on the previous screen, you can upload a document with your full explanation here.
Step 11 – If you have an attorney or someone who will be assisting you with the process and we can speak with them regarding your case, fill in the **Representative** information. You must provide your digital signature in the **Complainant Signature** field. Your petition will not be complete until you provide your digital signature. Complete fields and select **Submit**.

Step 12 – You will receive an email with a system-generated complaint petition for your records.
Any time new documents are uploaded to your complaint, you will receive a notification email. You can review your complaint and documents by selecting the **User Summary** page.

The **User Summary** screen will show you all the complaints you have filed. Selecting the **Complaint Number** will allow you to edit the complaint details and view your documents.

If you have any questions, please email **CivilServiceDivision@omes.ok.gov**.