

Filing a Complaint:

In the event an individual believes that the Department has failed to comply with Section 508 of the Rehabilitation Act of 1973, the individual or group of individuals may file a complaint with the Department. The process for filing a Section 508 Complaint will be as follows:

- Effective one year after the effective date of Section 508, any individual may file a complaint alleging that a state agency or its authorized agent does not comply with electronic and information technology accessibility laws or the Information Technology Accessibility Standards.
- This complaint must be written and shall be filed with the agency responsible for the information technology in question with the Department's Section 508 Complaint form (Form 508-01). Copies of this form may be printed from the Department website or a copy may be obtained by contacting the ADA/504 Coordinator.
- The ADA/504 Coordinator will review the complaint, and when necessary, work with the complainant to ensure the complaint is clear and is addressed by the IT Accessibility Standards.
- The ADA/504 Coordinator will conduct a review within thirty (30) days from the receipt of the written complaint to determine whether the technology in question is non-compliant. The Information Services Director, Office of State Finance and/or the Electronic and Information Technology Accessibility (EITA) Advisory Council may assist the review, if necessary.
- Upon completion of the review, the agency shall provide written notice of the results of the review to the complainant, the Office of State Finance and the EITA Advisory Council.

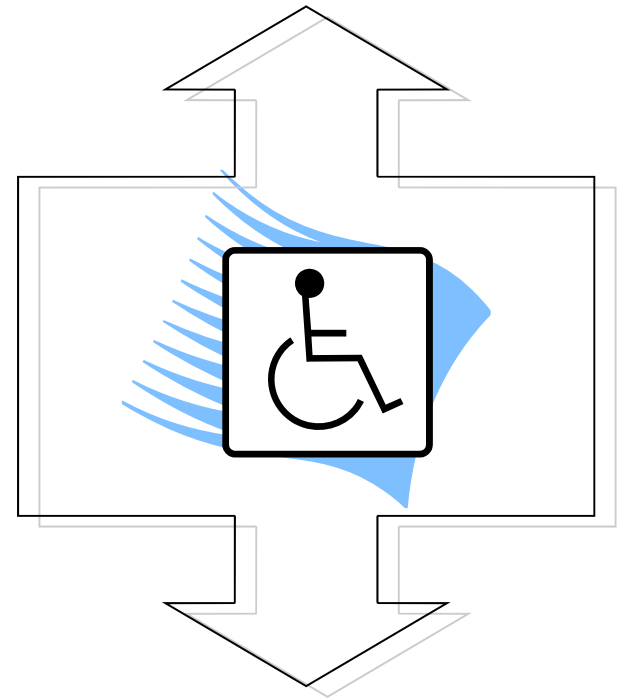
- In the event that the complainant is not satisfied with the final complaint response issued by an agency, a complaint may be refiled with the agency or with the Information Services Director of the Office of State Finance (OSF) and the EITA Advisory Council, c/o: Oklahoma ABLE Tech.



In compliance with the Americans with Disabilities Act, the Oklahoma Department of Transportation will provide reasonable accommodations for persons with disabilities, upon request. To request an accommodation, please call the office of the ADA/504 Coordinator or Oklahoma Relay at 1-800-722-0353, no later than 48 hours before any scheduled event.

To request an accommodation, alternative format of communication, and/or modification of policies and procedures, in order to access and benefit from programs, services and activities, please submit a verbal, written or email request using the Department's Reasonable Accommodation Form (Form 504-01 Part A). Copies of this form may be printed from the Department's website or a copy may be obtained by contacting the ADA/504 Coordinator.

Trinia Mullins, ADA/504 Coordinator
Civil Rights Division
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