Office of Commissioner of Insurance and Safety Fire
Protect | Enforce | Educate | Inform

JOHN F. KING
Commissioner of Insurance and Safety Fire

Two Martin Luther King Jr. Drive
West Tower, Suite 702
Atlanta, Georgia 30334

STATE OF GEORGIA

ADA GRIEVANCE PROCEDURE

The purpose of the ADA Grievance Procedure is to promptly and fairly resolve a conflict or dispute when an individual believes that the Office of Commissioner of Insurance and Safety Fire (OCI) is not in compliance with its obligations under the Americans with Disabilities Act and implementing regulation 28 C.F.R. 35.107.

This Grievance Procedure is informal. No individual is required to utilize this procedure and may directly file a formal complaint with the respective enforcement agency as permitted under law.

For those individuals that wish to file a complaint under the OCI Grievance Procedure, the complaint should be submitted as soon as possible, within sixty (60) calendar days of the alleged violation to:

Office of Commissioner of Insurance and Safety Fire
Office of Human Resources - Human Resources Manager
2 Martin Luther King Jr Drive, Suite 702
Atlanta, Georgia 30334
Email: hr@oci.ga.gov

Alternative means of filing complaints, such as personal interviews or a recording of the complaint will be made available for persons with disabilities upon request. The OCI Office of Human Resources will schedule a meeting (in person or via telephone) within fifteen (15) working days after receipt of the completed complaint form. The purpose of the meeting will be to fairly resolve the complaint.

If a satisfactory resolution to the complaint is reached at the meeting, a letter will be forwarded to you within ten (10) working days that states: (a) the description of the complaint; and (b) how the complaint was resolved.

If the OCI Office of Human Resources is unable to resolve the complaint, you will be notified in writing within fifteen (15) working days as to why the office was unable to resolve the complaint. Such notification shall include (a) a description of the complaint; (b) a statement concerning the issues which could not be resolved; and (c) the steps necessary to file a formal complaint with the appropriate enforcement agency.