



Missouri Highways and Transportation Commission Policies

Category: EMPLOYEES

Subcategory: General

Sub-Subcategory: Grievances and Complaints

GRIEVANCES AND COMPLAINTS

The Director of Audits and Investigations (AI) will be charged with the responsibility of hearing employee complaints and grievances when discussions with supervisors prove unsatisfactory or when the complaint alleges an Equal Employment Opportunity (EEO) violation.

- Grievances not involving state or federal EEO laws will be investigated by the Director of AI with recommendations made to the Director for final determination with regular reports to the Commission on disposition of the grievances.
- Complaints involving state or federal EEO laws will be investigated by the Director of AI with reports and recommendations made to the Commission (as final arbiter) for final determination.
- Actions involving whistleblower reporting will be handled by the Administrative Hearing Commission.

For the purpose of this section, “Grievance” involves disputes regarding differences of opinion between the department and its employees and disciplinary issues; “Complaint” pertains to an alleged unlawful act of discrimination.

Effective Date: February 6, 2019
Supersedes Policy Dated: September 5, 2018
Last Reaffirmed:
Date of Origin: March 10, 1966

Related Commission Minutes: March 10, 1966; September 1, 2000; November 7, 2013 – Comprehensive Policy Review. February 6, 2019 – reaffirm with updates during comprehensive policy review.