



## Missouri Highways and Transportation Commission Policies

**Category:** COMMISSION  
**Subcategory:** Guiding Principles

### **PUBLIC TO RECEIVE COURTEOUS TREATMENT**

*Note: This third guiding principle was enacted by the Commission at its second meeting held on January 11, 1922.*

It is the settled policy of this Commission that all persons, and the public generally, having business with this Department must be given prompt and due consideration and courteous treatment by all employees and persons connected with this Commission, including contractors doing business for, under or with this Commission, and the Commission welcomes and desires information or complaints from any person or persons not so treated, or from anyone observing any act of inattention or discourtesy on the part of anyone connected with this Department.

Effective Date: January 11, 1922

Supersedes Policy Dated:

Last Reaffirmed: November 7, 2013

Date of Origin: January 11, 1922

Related Commission Minutes: January 11, 1922; Readopted August 14, 1945; November 7, 2013 – Comprehensive Policy Review.