



## 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 Equal Employment Opportunity 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 Equal Employment Opportunity laws will be investigated by the Director of AI with reports and recommendations made to the Commission (as final arbiter) for final determination.

Formal termination hearings and actions involving whistleblower reporting will be handled by the hearing officer with written reports and recommendations made to the Commission for final determination.

*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: November 7, 2013

Supersedes Policy Dated: September 1, 2000

Last Reaffirmed:

Date of Origin: March 10, 1966

Related Commission Minutes: March 10, 1966; September 1, 2000; November 7, 2013 – Comprehensive Policy Review.