



MISSOURI DEPARTMENT OF TRANSPORTATION PERSONNEL POLICY MANUAL

POLICY TITLE: Equal Employment Opportunity Complaint Procedure

NUMBER: 2101

CHAPTER TITLE: Grievances and Complaints

EFFECTIVE DATE: March 15, 2025

PRIOR EFFECTIVE DATE: October 1, 2020

PURPOSE

To ensure and promote equal employment opportunity, and to provide an orderly and systematic process for employees to address differences concerning equal employment opportunity.

POLICY

1. Employees who allege discrimination on the basis of race, sex, age, religion, color, national origin, ancestry, disability, sexual orientation, gender identification, veteran status, or genetic information, with regard to the terms or conditions of employment, or retaliation for opposing a practice forbidden by Personnel Policy 0505, "Equal Employment Opportunity," may file an Equal Employment Opportunity (EEO) complaint in writing directly with the Audits and Investigations Director, Missouri Department of Transportation, P.O. Box 270, Jefferson City, Missouri 65102. Employees in the Audits and Investigations (AI) Division who want to file an EEO complaint should write to the Employee Engagement and Outreach Division (EEOD) Director at this same address. The EEOD Director will follow the same procedure as identified for the AI Director throughout the remainder of this policy.
2. Salaried and permanent part-time employees who have successfully completed their initial probationary period, who feel they have been terminated as a result of unlawful discrimination or retaliation, may elect to have their appeal handled by the AI Division or the EEOD Division (if the termination was the result of an investigation by the AI Division).
3. An EEO complaint must be filed in writing and received by the AI or EEOD Director as outlined in paragraph 1 within 30 calendar days of the alleged discrimination or retaliation. The opportunity to file a complaint of discrimination or retaliation will be denied if it is received more than 30 calendar days after the act, occurrence, or omission leading to the complaint, unless a determination is made that the act, occurrence, or omission could not reasonably be detected by the employee until a later date. In such circumstances, the complaint must be filed in writing and received by the appropriate division director within 30 calendar days from the date the act, occurrence, or omission could have reasonably been detected by the employee. The individual filing an EEO complaint must state in writing the basis for the complaint, identify a negative action that occurred, and how there is a connection between the negative action and the basis of the complaint, present all facts which caused the complaint to arise, and describe the corrective action requested.
4. The AI Director (or EEOD Director) will ensure whatever investigation is necessary to

establish or validate the facts of the case is conducted. The investigation may include, but will not be limited to, the scheduling of a meeting and/or interviews for the purpose of gathering information from the employee, the supervisor(s), or other employees involved in the matter.

While AI or EEOD is interviewing the employee who filed the complaint, the employee will have the option of requesting another person be present. However, this person will not be allowed to represent the employee, including providing legal counsel, or participate in the interview. Advance notice of the name of the person must be provided to the AI or EEOD Director at least two business days prior to the scheduled interview. Should the AI or EEOD Director determine the person's presence at the interview would cause disruption to department operations (such as a conflict of interest or safety concern), the person will not be permitted to attend or remain at the interview.

5. After reviewing the circumstances leading to the complaint with the Missouri Department of Transportation Director, a summary of the information regarding the complaint will be presented to the Missouri Highways and Transportation Commission (Commission) at a subsequent meeting for review and final disposition. The AI Director (or EEOD Director) will notify the employee and supervisors in writing of the Commission's final disposition and, if appropriate, action that will be taken as soon as practical.
6. All steps should be carried out within a reasonable time period unless there are extenuating circumstances, such as extended absence of personnel involved, etc. The employee will be kept generally informed of the status of the EEO complaint.
7. Any investigation, correspondence, etc., involved in the proceedings of an EEO complaint handled by the AI Director (or EEOD Director) should be treated as confidential information to minimize publicity and embarrassment to all parties concerned; however, anonymity cannot be promised to persons (public or employees) who provide information as part of the investigation. The identity of persons who provide information and the information provided shall only be disclosed to those who have a legitimate need to know. Intimidation, coercion, or retaliation of any kind against individuals who exercise their rights to file a complaint or against those individuals who assist in the investigation of a complaint will not be tolerated.
8. The Commission and appointed officials of the Missouri Department of Transportation hold a responsibility to fairly and effectively carry out designated functions, and nothing in this procedure precludes this responsibility or authority to do so.



Ashley Halford
Human Resources Director

CROSS REFERENCES

[Personnel Policy 0505, "Equal Employment Opportunity"](#)