



Missouri State Highway Patrol

Discrimination/Title VI Complaint Procedures

The following outlines the Missouri State Highway Patrol's Discrimination/Title VI Program complaint procedures regarding the safety and services provided to the citizens of this great state.

Any person who believes they have experienced discrimination by the Missouri State Highway Patrol on the basis of race, color, national origin, sex, age, disability, income status or limited English proficiency, may file a written complaint with:

**Missouri State Highway Patrol
EO Officer/Title VI Coordinator
1510 E. Elm Street | P.O. Box 568
Jefferson City, MO 65102
(573) 522-7618
equalopportunity@mshp.dps.mo.gov**

The Missouri State Highway Patrol will make every effort to resolve complaints in a timely manner. The option of an informal meeting(s) between the affected parties and the EO Officer/Title VI Coordinator may be utilized to facilitate such resolution.

Procedure for Filing a Complaint:

1. A discrimination complaint filed with the Missouri State Highway Patrol must meet the following requirements:
 - a. The complaint must be filed with the Missouri State Highway Patrol within 180 calendar days from incident, as required by Federal and State law.
 - b. The complaint should be submitted electronically using the Missouri State Highway Patrol Commendation/Complaints Portal. If a complainant is unable to submit the

complaint electronically, then a statement of the allegations should be provided. If there is an instance where a Complainant is unable to submit the complaint electronically or provide a written statement, then a verbal complaint may be accepted.

- c. The complaint must include the date of the alleged act of discrimination, date when the Complainant became aware of the alleged discrimination or the latest date of incident regarding the alleged conduct.
- d. The complaint must include a detailed description of the incident/alleged discrimination, including names of the individuals and job titles (if possible) of those perceived to be parties to the complaint.

2. When the complaint is received by the EO Officer/Title VI Coordinator, jurisdiction of the complaint will be determined. If the Missouri State Highway Patrol does not have jurisdiction, the complaint will be forwarded to the appropriate agency. The complaint will also be reviewed to determine if additional information is needed. If all required information is present, the complaint will be forwarded to the first step of the investigative process.

3. The EO Officer/Title VI Coordinator will provide the complainant with written acknowledgement (via letter or email) stating whether the Missouri State Highway Patrol has accepted the complaint for review or rejected it. This notification will be provided within 10 business days of receipt of all the required information, by Complainant.

4. The complaint must meet the following minimum requirements to be accepted:

- a. The complaint must be filed within 180 calendar days of the occurrence of alleged discrimination.
- b. The allegations of discrimination must include a protected category such as race, color, national origin, sex, age, disability, income status, or limited English proficiency.
- c. The complaint must include alleged discrimination by an employee, process, or program of the Missouri State Highway Patrol.

5. The complaint may be closed out/dismissed, if one of the following occur:

- a) The Complainant failed to respond to requests for additional information needed to process the complaint.
- b) Communication cannot be made with the Complainant, or the Complainant cannot be located.
- c) The Complainant requests to withdraw the complaint.

6. If the Missouri State Highway Patrol accepted the complaint for review, the Complainant will be notified in writing of such determination. Communication may be made via letter or email. If an official Complaint Receipt form has not been signed by the complainant, a form may be sent to the complainant for signature. Verbal communication can also be made, if requested by the Complainant.

7. If the complaint is accepted, a preliminary inquiry will be conducted, and a report will be prepared within 90 calendar days from the date of acceptance. The report will include findings and recommendations.

8. If findings result in a determination that discrimination within a Missouri State Highway Patrol process or program has occurred, actions deemed appropriate will be taken. If evidence indicates potential discrimination and misconduct by an MSHP employee, the report will be referred to the Professional Standards Division. All preliminary reports of misconduct referred by the Title VI Coordinator to the Professional Standards Division will then follow the Missouri State Highway Patrol's general order on internal investigations.

9. Notice of the preliminary inquiry determination will be mailed to the Complainant, along with information on next steps.