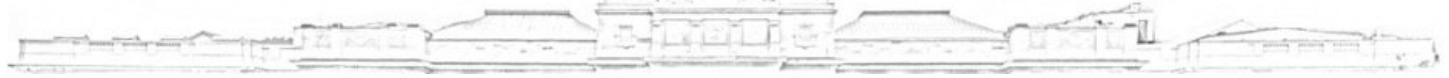




ADMINISTRATIVE RULES OF MONTANA



2.21.4027 TRACKING AND REPORTING INTERNAL COMPLAINTS

- (1) Agency EEO officers shall track internal complaints using the Complaint Tracking Sheet located on the State Human Resources Division web site: <http://hr.mt.gov/hrpp/policies.mcp> . EEO officers shall provide quarterly summaries of internal complaints to the State Human Resources Division no later than the fifteenth day of each quarter.
- (2) The report must include:
 - (a) the total number of complaints;
 - (b) whether the complainant and accused was an employee, customer, or client;
 - (c) the protected class or basis of the complaint;
 - (d) the reason for complaint (for example, employment-related, denied access to a program or service, or inappropriate comment); and
 - (e) the outcome of the complaint.
- (3) The report is for tracking purposes only and may not include confidential information such as names of individuals involved.
- (4) The State Human Resources Division shall collect and analyze the data to:
 - (a) assess program effectiveness;
 - (b) develop or modify existing policies, procedures, and guides; and
 - (c) promote compliance with applicable laws, regulations, and policies.

Authorizing statute(s): 2-18-102, MCA

Implementing statute(s): 2-18-102, MCA

History: NEW, 2011 MAR p. 1672, Eff. 8/26/11.