

SECTION 2 – OPEN DOOR POLICY

Effective 1/21/09
Replaces Policy _____
Dated _____

In order to facilitate communication and maintain an open atmosphere in the work areas, management has an Open Door Policy. Our employees have the right to secure consideration of any problem, question, or complaint.

Under this Policy, employees are invited to discuss their concerns and suggestions with their Supervisors and Directors in an effort to resolve issues. To give ample opportunity to resolve the issue, the following steps are recommended.

1. An employee, who wishes to resolve a problem, or make an inquiry on any subject concerning their work with the City, may do so at any time by reporting such problem or question to the immediate supervisor. The supervisor will discuss and supply any information to solve the problem or answer the question.
2. If the immediate supervisor cannot give a satisfactory solution or answer, the employee has the right to bring the problem or question to the attention of the Department Director.
3. When a problem cannot be handled in this manner, the employee is advised to seek direction from the HR Director.
4. If the issue has not been resolved after the third step, it is the employee's prerogative to seek an appointment to meet with the City Manager.