
Open door company policy

Policy brief & purpose

Our **Open Door company policy** was developed due to the company's desire to establish transparent and flexible bottom-up communication paths. The company feels that its employees should be free and encouraged to speak openly to their supervisors, or other managers and directors about significant matters. This policy is essential for dealing with concerns or issues and gaining insight into potential problems.

Scope

This policy applies to all prospective or current employees of the company who either wish to communicate with a higher ranking official or receive such communication from subordinates or other employees.

Policy elements

This policy dictates that managers are obliged to have the door of their offices open so the employees can feel that their voices can be heard. The employees might seek managers for the following:

- To ask for counsel or feedback
- To ask questions about a subject
- To express a complaint or concern
- To raise awareness for a problematic situation
- To ask for resolution to an inside dispute or conflict
- To make suggestions for change
- Other individual reasons

The benefits of the open door policy are manifold and include the following:

- The dealing with concerns in time before negative effects become apparent
 - The clarification of important points or matters
 - The resolving of disputes between employees that could have remained undisclosed
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- The reduction of gossip in the workplace
 - The support to a discrimination-free environment
 - The access to immediate insight about what is happening in the company instead of waiting for formal surveys and evaluations
 - The opportunity for improvements or preventive action to similar problems
 - The fostering of a culture of mutual trust and collaboration

The policy mostly refers to the ability of an employee to talk freely to managers without fear of getting in trouble or become victimized. It does not however imply that there are not points that the employee must observe:

- Some managers may be busy at specific times so employees might have to arrange an appointment some time in advance.
- Problems should, if possible, be communicated to the immediate supervisor first instead of bypassing them to reach a higher ranking manager. If that is not possible for any reason, the employee will find other managers and officials willing to listen.
- Some disputes between employees can be resolved with the cooperation of the parties involved. Employees are not encouraged to promiscuously complain about their colleagues for trivial matters.

In general, managers of all ranks are responsible for encouraging employee input and avoiding appearing disinterested or disengaged in their concerns. Possible constant and willful violation of the open door policy can be reported to Human Resources or the supervisor of the person who is responsible for the violation.
