



Facilities Operations Policy Statement OP-16 Open Door


1. **Purpose:** The purpose of this policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. Our open door policy means that Facilities Operations employees are free to talk with any manager including the Director of Facilities Operations about any work related concern.
2. **Responsibility:** If any area of work is causing an employee concern, the employee has the responsibility to address his or her concern through the chain of command. Whether the employee has a problem, a complaint, a suggestion, or an observation, the department's supervisors and managers want to hear from the employee. By listening to employees, the department is able to improve, to address complaints, and to foster employee understanding of the rationale for practices, policies, processes, and decisions. Supervisors at all levels of the organization are responsible to listen and to help bring about a solution or a clarification for employee problems, complaints, or suggestions.
3. **Guidelines**
 - a. **Before You Pursue the Open Door Policy:** Most problems can and should be solved in discussion with your immediate supervisor; this is encouraged as your first effort to solve a problem. However, an open door policy means that you may also discuss your issues and concerns with the next level of management and/or the Director of Facilities Operations.

If you are uncomfortable talking with your immediate supervisor, you may discuss the concern with the next level of management or with the Director of Facilities Operations.
 - b. **Make an Appointment:** The Director has a standing open door time on Wednesdays and Fridays of every week, beginning at 7:30 a.m.
 - i. Please contact the Office Manager at 704-687-0567 to make an appointment.
 - ii. Appointments are for 30 minutes.
 - iii. If the discussion takes place after an employee's scheduled workday, the employee does not receive over time pay or compensatory time.
 - c. **Be Prepared:** Please research and be prepared with supporting documentation identifying the problem or complaint. Also, be prepared to offer a solution to the problem or complaint.



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- d. **Benefits of the Open Door Policy:** By helping to solve problems, managers benefit by gaining valuable insight into possible problems with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, Facilities Operations employees have the opportunity at all times, through the open door policy, to be heard.


Lee Snodgrass
Facilities Operations Director