OPEN DOOR POLICY

[Organization Name] is committed to an open and accessible environment for employee communication, feedback, suggestions, and complaints. This communication may be provided by email, text, verbally, or otherwise (e.g., on the company’s message board, etc.).

[Organization Name] aims to be in a state of continuous improvement and can only accomplish this if it is aware of what must be changed or improved. Changes are for the benefit of the organization, and employees should never feel hesitant to bring forward their thoughts.

\*Please note that in the event that a complaint involves any element relating to discrimination, violence, or harassment, the investigation procedures in those applicable policies (Anti-Violence Policy, Anti-Harassment Policy, Human Rights Policy, etc.) will be followed rather than what is outlined in this policy.

POLICY

[Organization Name] believes that employees are its biggest asset and best source for suggestions leading to improvements in the organization. In light of this, [Organization Name] has instituted an Open Door Policy to ensure that employees feel comfortable and safe bringing forward items that may need attention in the business. An Open Door Policy also means that in the event that an employee is nervous to bring a concern forward to a specific person, they may bring it forward to another person in the organization without fear of repercussion.

Supervisor/Manager

At [Organization Name], employees are encouraged to speak first to their immediate supervisor/manager regarding suggestions for improvements, changes to processes, etc., as their supervisor/manager would be the closest to be able to see how changes could be implemented. In the event that an employee is uncomfortable speaking to their direct supervisor/manager, they may speak to the (Insert Position) or the (Insert Position).

Meeting Time

Employees are encouraged to request a time to speak with their chosen communicator, bearing in mind key operational responsibilities and deadlines. As much as possible, employee requests will take precedence over other issues, although there may be times when it is not possible to grant the time immediately.

Remedies

Employees should be considering what an ideal state would mean for them when bringing forward a complaint.

Follow-Up

During the meeting, the supervisor/manager to whom you are speaking will provide you with a date for follow-up of the concern you brought forward (as needed). For matters of urgency, they will try to resolve it as soon as possible. For matters of process that require input from additional stakeholders, this may take additional time. Regardless, if an employee is not provided with a follow-up date, they should request one.

Violence, Harassment, Discrimination and Investigation

Once in the meeting, employees should feel free to pass along what is concerning them but must be aware that any complaints relating to discrimination, harassment, or violence, must be pursued further. Reporting any of the above, whether the employee is the subject of or witness to; will trigger an investigation as soon as possible. While requests for confidentiality will be adhered to as much as possible, there are times, for investigative purposes, when an employee’s identity must be divulged. Unless otherwise specified because of the nature of the complaint, the (Insert title of person who is responsible for HR) will be notified of any such complaint immediately.

Matters Relating to Health and Safety

For any matters relating to an immediate and urgent safety issue, employees should speak with whomever is available immediately, be it their supervisor/manager (if available) or a Health and Safety Representative/Committee Member, rather than book in for a meeting. Safety is not a matter that can wait. For non-urgent safety matters, employees are encouraged to email (Insert email for the Safety Representative/Employee Committee Representative).

Speaking Up for Another Employee

While [Organization Name] understands there are times an employee may feel uncertain about sharing concerns and ask another person to do so on their behalf, employees are encouraged to speak up for themselves as much as possible. While we will do our best, it is difficult for [Organization Name] to take appropriate action unless the employee who is the subject of the open door comes forward.

Repercussions

Employees will not be subject to any repercussions for bringing forward their thoughts, ideas, or opinions for the business. However, if it is found that an employee contravened any other policies, such as Workplace Anti-Violence, Workplace Anti-Harassment, Human Rights Policy, the employee will be subject to the progressive discipline process, up to and including termination of employment.