



11.03 Open door Policy

Introduction to the Open Door Policy

Stepping Stones Preschool has adopted an Open Door Policy for all employees. The Manager's door is open to every employee. The purpose of our open door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee, whether it be work related or of a personal matter. Our open door policy means that employees are free to talk with any manager at any time about any topic.

Responsibilities Under an Open Door Policy

If any area of work or personal life is causing concern to employees, they have the responsibility to address their concern with a manager. Whether they have a problem, a complaint, a suggestion, or an observation, management would like to want to hear about it. By listening to all staff, management is able to improve, to address complaints, and to foster employee understanding.

Before You Pursue the Open Door Policy

Most problems can and should be solved in discussion with the immediate supervisor; this is encouraged as the first effort to solve a problem. But, an open door policy means that you may also discuss your issues and concerns with the next levels of management or Chairperson. No matter how you approach your problem, complaint, or suggestion, you will find managers are willing to listen and to help bring about a solution or a clarification.

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, employees have the opportunity at all times, through the open door policy, to be heard.

No Retaliation

The open door policy includes the assurances that an individual employee who pursues his or her rights to talk to any level of management will experience no retaliation or interference from the employee's immediate manager. The manager should be included as needed.

When the open door policy is effectively supported:-

- the open door policy is honoured,
- the chain of command is honoured,
- the manager's problem solving skills are enhanced,
- the employee's [personal courage, conflict resolution, and problem solving](#) skills are enhanced,
- the organisation benefits from shared information and feedback,
- high [employee trust is generated](#) from a successful experience with management, and
- trusting employees are more likely [to tell other employees](#) about a successful open door experience.

Further guidance

[Complaint Investigation Record](#) (Early Years Alliance 2021)