

**Subject: PERSONNEL POLICY #14  
OPEN DOOR RESOLUTION OF  
ISSUES/COMPLAINTS OR SUGGESTIONS**

This procedure is written to keep the lines of communication open for the resolution of employee complaints as well as the deserved response to constructive employee suggestions. Employees, whatever their job or level of authority, may take the initiative to move their issues, complaints or suggestions to the next higher authority in all orderly way and reasonable time frame.

- Employees may communicate verbally or in writing to their immediate Supervisor. Employees are responsible for moving the issue to the next level of management if the issue is not satisfactorily resolved. This must be in written form with the knowledge of the Supervisor.
- The next higher level in this process may be the Program Director or the Program ~~Coordinator~~<sup>Officer</sup>. Usually, at this level management will have enough information and authority to resolve the issue or get a response to you.
- Ultimately, the Executive Director is responsible for the resolution of these issues, unless the authority is delegated.

The agency asks that everyone in this process use common sense, an orderly manner and dignity in choosing the time and place away from on-the-job deadlines and pressures. Make appointments. Discuss these issues privately and individually. All such issues should be resolved within a ten calendar day period whenever possible.