



OPEN DOOR/OPEN COMMUNICATION

I. PURPOSE

To maintain approachable, open-minded, two-way communication at all levels between all City employees and to improve the quality and efficiency of City services.

II. SCOPE

This policy applies to all City employees.

III. POLICY

OPEN COMMUNICATION

The City attempts to ensure employment that will be enjoyable and rewarding. Therefore, all employees are encouraged to participate in a free and uninhibited exchange of questions, suggestions and information which may improve municipal service, safety, employee performance and moral, efficiency, cost effectiveness, effective maintenance or public relations: anything that will enable us to do a better job.

All City employees have the right to report a violation of the law to the appropriate authority if the employee report is made in good faith. See [Whistle-Blower Policy #531](#)

OPEN DOOR

Employees are strongly urged to first discuss the issue of concern with their immediate supervisor; however, when circumstances merit disregard of the normal chain of command, employees may contact anyone in the City organization, including the City Manager, Assistant City Manager or Division Directors, to answer their questions or concerns. Employees who wish to discuss problems and/or concerns regarding management practices or procedures should refer to and follow the [Grievance Procedure Policy #540](#).