

# Germantown Police Department

## Policies and Procedures

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**Number:** 1-12(a)  
**Effective Date:** January 1, 2003  
**Subject:** Open Door Policy  
**Previous Revisions:**

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### **I. PURPOSE**

The City of Germantown has an open door policy. This means that every manager's door is open to every employee. The purpose of this open door policy is to encourage open communication, feedback and discussion about any matter of importance to an employee. Our open door policy means that employees are free to talk with any manager at any time.

### **II. SCOPE**

This policy applies to all full and part time employees of the City of Germantown.

### **III. PROVISIONS**

If any area of your work is causing you concern, you have the responsibility to address your concern with a manager. Whether you have a problem, a complaint, a suggestion or an observation, the City administration wants to hear from you. By listening to you, we are able to improve as an organization and to foster employee understanding of the rationale for practices, processes and decisions.

Areas of a more sensitive nature, including breach of our ethics policy, Title VII violations, workplace violence or harassment should immediately be brought to the attention of the department head, the Human Resources Director or the City Administrator.

Most problems should be resolved in discussions with your immediate supervisor. This is encouraged as your first effort to solve a problem. However, the open door policy means that you can also discuss your issues and concerns with the next level of management. No matter how you approach your problem, complaint or suggestion, managers at all levels in the organization will listen and help to bring about a solution or clarification.

By helping to resolve problems in this manner, managers are engaged in process management. They gain insight into possible problems with existing methods, procedures and approaches. While there may not always be an easy answer or solution to every concern, our employees have the opportunity at all times through the open door policy to be heard.

**V. REVIEW PROCESS**

An annual review of this policy will be conducted to determine if it should be revised, canceled or continued in its present form.

This order will remain in effect until revoked or superseded by competent authority.