

City of Richmond

Administrative Manual

SUBJECT: Open Door Communications

SECTION: Basic Policy

POLICY NUMBER: AP 11

INITIAL DATE PREPARED: November 24, 1999 **LAST DATE REVISED:** November 24, 1999

I. Purpose

To encourage open, candid, informal communication between all City employees and their supervisory/management staff. An orderly procedure should be followed to encourage communications at all levels. This policy is not intended to apply to work related concerns and/or complaints which are addressed in Policy Statement AP 308.

II. Policy

It is the City of Richmond's policy that employees shall have access to their supervisory and/or managerial staff through productive, open communication. Work related communication shall first be established between the employee and their immediate supervisory authority. In those instances where additional dialogue may be needed, the chain of supervisory authority should be strictly followed. Employees shall be afforded the opportunity to communicate openly without fear of retribution. Employees shall not communicate with any member of the City Council without first thoroughly exhausting the established chain of supervisory authority. Employees are to inform their respective managers when a Council member contacts them directly.

III. Procedure

Employees shall first establish communication with their immediate supervisor to discuss any work related matters. In the event that the topic of discussion should need to involve a higher level of supervisory or management staff, the employee shall discuss this need with his/her immediate supervisor prior to moving to the next levels of supervisory authority.