|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
|  |  |  **Blue Ridge Fire District****Policy and Procedure** |  | General Order Number**C206** |  |
|  |  |  |
|  | Subject:**Open Door Policy** | Effective Date:**April 1, 2015** |  Total Pages:**1** |  |
| Board Approval Date:**March 21, 2015** | Resends: |  |
|  | Application:**All District Personnel** | *Signed into effect as authorized by the Board of Directors*John Banning, Fire Chief |  |
|  |  |  |  |

1. **PURPOSE**

To facilitate communications between employees and management so as to provide solid working relationships and effective and efficient operations.

1. **SCOPE**

 This policy applies to all employees of the Blue Ridge Fire District.

1. **POLICY**

It is the policy of the Blue Ridge Fire District to provide a means for an employee to seek answers to questions, to communicate ideas or to bring problems or concerns about work to the attention of management.

1. **GUIDELINES**
2. Employees are encouraged to bring forth ideas, questions, or concerns to the attention of management.
3. All supervisors and managers are encouraged to listen to employees’ work-related concerns or ideas, provide information, and whenever possible, resolve problem situations.
4. When appropriate and if possible, information concerning an employee’s concerns shall be kept confidential. In some cases, however, members of the management staff may need to be informed for appropriate resolution of the problem.
5. Any employee who in good faith, brings forth any concerns, shall be free from retaliation or reprisal.
6. **PROCEDURE FOR SOLVING CONCERNS**
7. If an employee has a work-related concern, the employee shall first discuss it with the immediate supervisor to allow the supervisor the opportunity to resolve the matter.
8. If the matter is not resolved to the employee’s satisfaction, or if the employee is uncomfortable discussing the particular issue with the immediate supervisor, the employee is encouraged to bring the matter to the next level of management.
9. If resolution is not achieved through these informal means, the employee may opt to use the Complaint/Appeals Procedure.