



**Christchurch Kindergarten Children's Nursery Limited**

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## **Partnership**

### **43 Open Door Policy**

#### **Policy Statement**

**Christchurch Kindergarten Children's Nursery Limited** has got open door policy. The purpose of an open door policy is to encourage open communication, feedback, and discussion about any matter of importance.

Our Open door policy means that employees/ parents and carers are free to talk with the Manager at any time.

#### **Procedures**

##### **Responsibilities under an Open Door Policy**

If any area of our work is causing you concern, you have the responsibility to address your concern with a Manager or Managing Director. Whether you have a problem, a complaint, a suggestion, or an observation, the manager wants to hear from you. By listening to you, the Kindergarten is able to improve, to address complaints, and to foster employee understanding of the rationale for practices, processes, and decisions.

##### **Before you pursue the Open Door Policy**

Most problems can and should be solved in discussion with your immediate supervisor, this is encouraged as your first effort to solve a problem. But, an open door policy means that you may also discuss your issues and concerns with the next level of management if you believe the matter has not been solved. The Kindergarten is willing to listen and to help bring about a solution or a clarification.

Due to many commitments, you may not be able to see the Manager immediately but all steps will be taken by the manager to see you as soon as possible. The manager will give you a day and time so you can come and freely talk to the manager about any kind of issues.

