

OPEN DOOR POLICY

Intent

The Alma Mater Society is committed to encouraging an open dialogue between all staff and management to foster a welcoming, healthy, and productive workplace. To facilitate this dialogue, the AMS has adopted an Open Door Policy, whereby employees are encouraged to bring issues forward to their supervisor or any other manager at any time without fear of reprisal. Through the Open Door Policy, the AMS can make important improvements based on employee input and foster a shared understanding of policy, procedures, and business decisions

Scope

This policy applies to all AMS waged and salaried employee positions, held by students of Queen's University.

Policy

1. Guidelines

1. This policy is designed to ensure the prompt handling of suggestions, complaints, or other matters affecting employees and the working environment.
2. The AMS encourages employees to bring an issue forward to their immediate supervisor, who will make every effort to address the concern. In most cases an issue may be satisfactorily resolved through this approach.
3. In all cases, the AMS leadership will be committed to hearing out concerns and dedicated to finding workable solutions.
4. In cases of disagreement or lack of their issue being addressed. We encourage employees to go to their management first. Should an employee feel that the issue has not been addressed, they have the option of bringing the matter up with a higher level of management and/or the Human Resources Office.

3. Leadership Responsibilities

1. All AMS supervisors, managers, and executives must remember that the Open Door Policy does not mean simply leaving your door open, but rather being approachable, actively being engaged in conversation, actively listening, and having a general sense of urgency to the matters and concerns being brought forward.
2. All AMS supervisors, managers, and executives must actively encourage the use of this Policy and welcome employees who take the time to bring forward concerns. Through productive dialogue, the AMS can acquire valuable insight and information regarding the day-to-day operations of the company, and make improvements to contribute to the success of the organization.
3. All AMS supervisors, managers, and executives must create a welcoming space where employees feel safe to come forward with concerns
4. All AMS management should have office hours and/or a posted schedule for when they are available to talk with their staff.

Monitoring

Monitoring for compliance with this policy will be carried out by the Human Resources Office.

Responsibility and/or contact person	Human Resource Office
Approved by	Board of Directors
Date initially approved	August 28, 2022
Date last revised	October 29, 2025
Date of next review	Every two years, or when significant change dictates a need for revision.
Related policies, procedures, and guidelines	Standards of Performance
Policies superseded by this policy	N/A