

POLICY: Open Door Policy		POLICY NUMBER: AM-020-A1
		PREVIOUS/REPLACES: Updated November 16, 2021
APPROVED BY: Executive Committee	EFFECTIVE DATE AS OF: December 1, 2021	PRIOR VERSIONS: November 1, 2021

1. Policy Statement

Herzing College is committed to creating an inclusive work and learning environment where everyone’s ideas are heard, issues are promptly raised and resolved, and communication flows across all levels of the institution. The Open Communication Policy facilitates communication in an environment of trust and mutual respect that creates a solid foundation for collaboration, growth, high performance, and success at Herzing College.

It provides for a work and learning environment where:

- Open, honest communication between supervisors and employees are a day-to-day business practice.
- Employees may seek counsel, provide, or solicit feedback, or raise concerns within Herzing.
- Supervisors hold the responsibility for creating a work and learning environment where employee’s input is welcome, advice is freely given, issues are surfaced early, and all information is candidly shared without the fear of retaliation when this input is shared.

2. Scope

Applies to all employees of Herzing College.

3. Procedure

1. Herzing recognizes that employees will have suggestions for improving the workplace, as well as concerns. The best solution to job-related feedback, problem, or concern is usually reached through a prompt discussion with their direct supervisor. Employees should feel free to contact their supervisor with any suggestions and/or concerns.
2. If employees do not feel comfortable contacting their direct supervisor, or are not satisfied with their supervisor’s response, the employee(s) should contact their supervisor’s direct supervisor regarding their suggestion or concern. All supervisors are encouraged to work with employees to go over suggestions or concerns and finding a solution if required.
3. While Herzing provides employees with this opportunity to communicate their suggestions or concerns, they should understand that not every issue can be resolved to everyone’s complete satisfaction. When deemed necessary senior management may direct employees to contact their direct supervisor again to



Speak about the suggestion, outstanding issue, or concern. Herzing believes that open communication is essential to a successful work and learning environment and all employees should feel free to raise issues without fear of reprisal.

4. Administration

Department Heads, Supervisors, Campus Presidents, and all corporate office employees.

5. Review

This policy will be reviewed as required by the Executive Committee in 2026.