

1. **PURPOSE:**

ICANN has an Open Door policy that encourages employee participation in decisions affecting them and their daily professional responsibilities. Employees who have job-related concerns or complaints are encouraged to discuss them with their immediate supervisor or any other management representative with whom they feel comfortable to do so. ICANN believes that employee concerns are best addressed through this kind of informal and open communication. Ordinarily, employees should raise their concerns and/or complaints through the following procedure.

2. **POLICY/PROCEDURE**

A. **Responsibilities Under an Open Door Policy**

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

B. **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 and/or Human Resources staff members. No matter how you approach your problem, complaint, or suggestion, you will find managers at all levels of the organization willing to listen and to help bring about a solution or a clarification.

C. Benefits of the Open Door Policy

By helping to solve problems, managers benefit by gaining valuable insight into possible problems with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, your company's employees have the opportunity at all times, through the open door policy, to be heard.