

Agency Name

Transit Policies and Procedures

Subject	Employee Suggestions, Comments, or Concerns
Section	Personnel
Effective Date	
Approved By	
Approval Date	

Purpose

Establish a system for employees to submit suggestions for improvements, comment on existing practices, or voice their concerns.

Definitions

Informal communication: A suggestion, comment, or concern to be openly reviewed by all employees for discussion and ideas. Informal communications are not considered confidential.

Formal communication: A suggestion, comment, or concern presented to a Supervisor or Director due to sensitive subject matter. Formal communications should be kept confidential.

Procedure

Develop methods for employees to submit formal and informal suggestions, comments, and concerns. Ensure that all employees know that their opinions are valued and will be seriously considered.

Informal communications can be collected by placing a suggestion box in the employee break room. All submissions shall be reviewed by the Transit Director on a weekly basis. Any viable ideas will be presented for discussion during regular staff meetings. The Agency may choose to reward an employee who submits an idea that is adopted with a gift certificate or other reward. The suggestion box should not be used for items that require formal communication such as grievances, leaves of absence, or vacation requests.

Formal communications shall be submitted directly to a Supervisor or to the Transit Director and shall be kept confidential. Communication to Supervisors can include vacation requests, leaves of absence requests, and training requests. Other requests such as grievances, reports of illegal activity, and personnel record corrections should be sent to the Transit Director. All submissions will be reviewed by the Transit Director and forwarded to appropriate personnel based on the subject matter.

Responsibilities

The Transit Director is responsible for ensuring that employees know how to share their suggestions, comments, and concerns. Agency employees in a supervisory or management position are responsible for reviewing and responding to suggestions, comments, or concerns.

This policy or procedure is intended to be used as an example. It should be customized to each transit agency. Review by a legal expert is recommended.