MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter #1 – Open Door Policy

1. My door is always open to Soldiers, Cadets, and Civilian Employees and their Family members within 5th USACC Brigade (in both SROTC and JROTC programs).

   a. Individuals should always first try to resolve problems through their chain of command, Equal Employment Opportunity, Equal Opportunity Leader, appropriate union, or Management/Employee Relations channels. Typically, issues brought before these authorities are matters pertaining to pending criminal investigation, disposition under the Uniform Code of Military Justice, adverse administrative action or resolution by Military Intelligence authorities. These matters must be addressed through the above channels before they are a subject for open door consideration.

   b. Once the particular process involved permits, I will speak to or see anyone who feels their problem has not been resolved satisfactorily or in accordance with law or regulation. It is helpful if background information pertaining to the problem and a specific written statement of the desired action is provided for my consideration.

   c. Any request to use my open door policy will be addressed to the CSM, Brigade XO, and Brigade Deputy verbally or in writing. The request should outline the nature of the issue, why my attention is required, and the steps already taken to resolve any concerns. Enlisted personnel will first attempt to resolve any specific concerns with the Command Sergeant Major before raising the matter to the Deputy.

2. Military and civilian personnel will not, unless legal considerations prevent, be prohibited or discouraged from making appointments to see me consistent with this policy.

3. To request an appointment to exercise my Open Door Policy, please contact Mrs. Geneva Hilder at (210) 295-2001.

4. Post a copy of this policy in your unit area.