



**DEPARTMENT OF THE ARMY**  
HEADQUARTERS, 3<sup>RD</sup> BATTALION, 2<sup>ND</sup> AIR DEFENSE ARTILLERY REGIMENT  
3906 MOW-WAY ROAD  
FORT SILL, OKLAHOMA 73503

AFVL-RTB-BC

12 June 2019

MEMORANDUM FOR All Soldiers Assigned/Attached to the 3-2 ADA Battalion

SUBJECT: Policy Letter #1 - Commander's Open Door Policy

1. Soldiers and their Families are our center of gravity. Their concerns are leader concerns and each member of the 3-2 ADA Battalion and/or their Families has the right to bring issues and problems directly to my attention. I will listen to their concerns and assist with solutions that are in the best interest of the individual/Family, the unit, and the command. I will use every available resource in the battalion, brigade, or installation to assist our Soldiers and their Family Members in resolving their problem or addressing their concern.
2. I am a firm believer in the chain of command. As such, every effort should be made to solve problems at the lowest level of leadership. Normally, first-line leaders are best equipped to handle the problem. In rare cases when the Soldier's immediate chain of command cannot solve the problem, my door stands open.
3. Unit leadership is prohibited from taking any action that discourages a Soldier or Family Member from utilizing my Open Door Policy. No Soldier or Family Member will be harassed or face reprisal for wanting to discuss an issue with me. Leaders should not feel threatened if a Soldier or Family Member wishes to speak to me.
4. To prevent scheduling conflicts while ensuring timely access, Soldiers or Family Members should coordinate their visit through their chain of command, the Battalion Command Sergeant Major, or my Command Group Staff. Additionally, Soldiers and Family Members are always welcome to discuss issues with me as I circulate throughout the 3-2 ADA Battalion footprint.
5. A copy of this policy will be permanently posted on unit bulletin boards. Unit Commanders will ensure each Soldier is briefed on the provisions and conditions of this policy during the Soldier's initial unit orientation.

LOURDES A. COSTAS  
LTC, AD  
Commanding