



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY FIRES CENTER OF EXCELLENCE AND FORT SILL
455 MCNAIR AVE, SUITE 100
FORT SILL, OKLAHOMA 73503

REPLY TO
ATTENTION OF

ATZR-C

18 January 2018

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commander's Open Door Policy, CG Policy Memo 18-01

1. Reference. AR 600-20, Army Command Policy, 6 November 2014.
2. Policy. The intent of my open door policy is to follow the procedures listed in the referenced Army regulation, and to enable members of my command to present facts, concerns, problems of a personal or professional nature, or other issues they have been unable to resolve within their chain-of-command. Soldiers are responsible for ensuring that commanders are made aware of problems that affect discipline, morale, and mission effectiveness. Further, commanders at every level will establish an open door policy within their commands in accordance with referenced Army regulation.
3. Procedures.
 - a. Military and civilian employees will make full use of the chain of command and installation support agencies to resolve problems before requesting to see me. The Staff Judge Advocate, Inspector General, Equal Employment Opportunity advisor, and Civilian Personnel Labor-Management Employee Relations Specialists are available to assist. If the chain of command or other agencies cannot resolve the issue, I will see the Soldier or civilian employee by appointment. You can schedule appointments through my secretary or aide. Enlisted Soldiers will meet with the Fort Sill Command Sergeant Major prior to meeting with me.
 - b. Issues that are the subject of an ongoing action covered under statutory, regulatory, or negotiated procedures, may limit what I can discuss or influence.
4. This CG Policy Memorandum supersedes CG Policy Memorandum, ATZR-C, 15 August 2016, subject: Commander's Open Door Policy, CG Policy Memo 16-01.
5. Point of contact is the Secretary of the General Staff, 442-3105/3005.


WILSON A. SHOFFNER
Major General, USA
Commanding

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