



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

ATZR-C

22 Jan 2021

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: CG Policy Memorandum #2, Commander's Open Door Policy

1. Reference. Army Regulation 600-20, Army Command Policy, 24 July 2020.
2. Policy. A leader's job is to accomplish the unit's mission and take care of the team entrusted to him or her. A big part of this involves listening to their input, ideas and suggestions, and, when needed, helping them to solve personal or professional problems quickly and fairly.
3. I will consider requests to meet with me from all Soldiers at the Fires Center of Excellence and Fort Sill.
 - a. I am willing to listen to both your good ideas and your constructive complaints – I only ask that if you identify a problem or have a complaint, that you also propose a suggestion as to how to fix it.
 - b. If you request assistance with an issue – either professional or personal, I ask that you give your section, platoon, battery, battalion and brigade chains of command a chance to address your issue first. If they are unable to resolve the issue satisfactorily, then you may request to meet with me. No one may prohibit you from requesting a meeting with me.
4. The request procedure is simple. After discussing with your chain of command, have them contact the Chief of Staff through the point of contact below. The Chief of Staff and/or the Command Sergeant Major may initially address your issue. If the Chief of Staff believes that the issue cannot be successfully addressed at lower levels, I will consider meeting with you. If I am unavailable, the Chief of Staff or Command Sergeant Major may reach out to meet with you on my behalf.
5. This policy does not apply to pending criminal or administrative investigations or actions in which I have appointing, referral, or appellate authority, or in other cases where I believe direct communication would be either improper or unproductive.

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6. The point of contact for this memorandum or to request to utilize this Open Door Policy is the Secretary of the General's Staff at (580) 442-3105.



KENNETH L. KAMPER
Major General, USA
Commanding

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