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MEMORANDUM FOR ALL SEE DISTRIBUTION

SUBJECT: Fort George G. Meade Policy Memorandum # 1, Open Door Policy

1. The most effective means for solving problems faced by service members and employees is open communication using the chain of command. Therefore, I encourage all personnel to use this highly effective tool to resolve issues at the lowest possible level. On occasion, a service member or employee may believe it is necessary to talk directly to me about those few complex problems, which because of sensitivity or magnitude, cannot be solved through the chain of command and other conventional means. It is my policy to be available to discuss those matters with the person concerned.

2. If any person wishes to talk with me directly, he or she should call my Executive Assistant at 301-677-4844 to schedule an appointment. I will make myself available at the earliest convenient time, consistent with operational requirements, for a meeting.

3. I expect leaders to inform personnel of this policy and to fully support it. Leaders are responsible for the prompt and appropriate resolution of minor problems at the lowest level.

4. This policy may not be used to circumvent established administrative processes that are available to resolve employee and service member grievances, complaints, problems, and other similar issues.

5. As a matter or courtesy, I encourage, but do not require, all enlisted service members desiring to see me to first contact my Command Sergeant Major at 301-677-2132. Officers should contact my Executive Assistant to make an appointment. Similarly, I encourage civilian employees to first contact my Deputy at 301-677-4503. These notifications are for courtesy and possible assistance in resolving the issue; it is not a requirement to see me.

DANIEL L. THOMAS
Colonel, Military Intelligence
Commanding

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