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MEMORANDUM FOR 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 level possible. On occasion, service members or employees may believe it is necessary to talk directly to me about these 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 visit me during Open Door on Monday from 1600 – 1800. If Monday is a Federal Holiday, Open Door will not be held that week. No appointments are necessary. You may call my Executive Assistant at (301) 677-4844 if you have questions concerning Open Door procedures.

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, or other similar issues.

5. As a matter of courtesy, I encourage, but do not require, all enlisted service members desiring to see me to first contact my Command Sergeant Major. Similarly, I encourage civilian employees to first contact my Deputy. They can each be contacted at (301) 677-4503. These notifications are for courtesy and possible assistance in resolving the issue; it is not a requirement to see me.

THOMAS S. RICKARD
COL, IN
Commanding

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