

Enclosure 54

POLICY OR PRECEDENT

SUBJECT:
Open Door Policy

DATE: 04 SEP 2018

POLICY NUMBER	ORIGINATING SECTION	ORIGINATOR	PHONE
19-15	AOJA	Dan Peterson	432-5114

APPROVED BY: FRANCIS M. BEAUDETTE, LIEUTENANT GENERAL, USA,
COMMANDING

SYNOPSIS:

1. **PURPOSE.** To establish the Commanding General's (CG) Open Door Policy.
2. **SCOPE.** This policy applies to all military personnel and Department of the Army civilian employees, active or reserve, who are assigned or attached to United States Army Special Operations Command or any subordinate units.
3. **GENERAL.**
 - a. The CG, USASOC extends an open door to all individuals in the command to present facts, concerns, problems of a personal or professional nature, and other issues which the individual has been unable to resolve through other avenues.
 - b. Leaders are expected to address and resolve issues at the appropriate levels. Prior to requesting an open door appointment, individuals should first provide their chain of command or supervisors an opportunity to resolve the concern. If the chain of command or supervisor is unable to resolve the issue in a reasonable amount of time, the individual has the option of speaking with the Command Sergeant Major (enlisted), Command Warrant Officer (warrant officers), Deputy to the Commanding General (civilians) or Chief of Staff (officers). An individual who feels that his or her concern is too sensitive or personal to utilize this process may request an appointment with the Inspector General (IG) directly. All requests to meet with any member of the command group must be routed through the requestor's chain of command for proper scheduling.
 - c. This open door policy will not be used as a substitute for the procedural guidelines contained in applicable laws or regulations that govern matters such as UCMJ action and adverse administrative actions. For UCMJ and adverse administrative actions, individuals are afforded with specific rights and procedures for redress that are usually more effective and efficient for resolution of issues than the open door policy. Nothing in this paragraph is meant to prevent Soldiers or Civilians from using the open door policy regarding facts, concerns or problems. However, the command may elect not to discuss a case or action that is pending or has yet to be adjudicated. Before setting up an appointment with the CG, those facing UCMJ or adverse administrative action must first coordinate through their trial defense counsel and the USASOC Office of the Staff Judge Advocate.

PRESCRIBING DIRECTIVES:

AR 600-20, Army Command Policy, 6 November 2014

DISTRIBUTION:
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OTHER POLICIES AFFECTED:
None