



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY TRAINING AND DOCTRINE COMMAND
950 JEFFERSON AVENUE
FORT EUSTIS, VIRGINIA 23604-5700

ATJA

29 AUG 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: TRADOC Policy Letter 2, Commander's Open Door Policy

1. Reference AR 600-20, Army Command Policy, 18 Mar 08.
2. As a commander, I am committed to addressing the concerns of all members of my command that are unable to be resolved through other channels. Although I am a strong advocate of using the chain of command and the supervisory chain to resolve issues arising in TRADOC units and organizations, I am available to discuss any issue that requires my personal attention.
3. This policy does not apply to disciplinary issues and issues appropriately addressed by an existing procedure, a subordinate command, or a staff principal. Examples include, but are not limited to, Equal Employment Opportunity issues, Army Regulation 15-6 investigations, reassignments, Inspector General inquiries, and civilian grading issues and grievances.
4. Any request by a member of this command to discuss an issue with me should be addressed to the Deputy Commanding General/Chief of Staff in writing. The request should describe the nature of the issue, why my personal attention is required, and the steps already taken to resolve the issue. Each request will be reviewed on an individual basis. Enlisted personnel, however, will first attempt to resolve specific concerns with the TRADOC Command Sergeant Major before raising the matter to the Deputy Commanding General/Chief of Staff.
5. This policy letter is effective until superseded or rescinded.


ROBERT W. CONE
General, U.S. Army
Commanding

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SUBJECT: TRADOC Policy Letter 2, Commander's Open Door Policy

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