



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY CADET COMMAND AND FORT KNOX
1ST CAVALRY REGIMENT ROAD
FORT KNOX, KENTUCKY 40121-5123

ATCC-ZA

MAY 07 2012

MEMORANDUM FOR

Commanders, Fort Knox Partners in Excellence
Commanders, All Units Reporting Directly to This Headquarters
Deputy Chiefs of General and Chiefs of Special Staff Offices, HQ USACC

SUBJECT: Policy Letter 1 - Commander's Open Door Policy

1. Reference Army Regulation 600-20, Army Command Policy, 18 March 2008/Rapid Action Revision (RAR) Issue Date: 4 August 2011.
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 Cadet Command and Fort Knox 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 or installation, to discuss an issue with me should be addressed to the Deputy Commanding General 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 USACC Command Sergeant Major before raising the matter to the Deputy Commanding General.



JEFFREY A. SMITH
Major General, USA
Commanding