



DEPARTMENT OF THE ARMY
U.S. ARMY CORPS OF ENGINEERS
441 G STREET, NW
WASHINGTON, DC 20314-1000

REPLY TO
ATTENTION OF

CECG

31 MAR 2014

COMMAND POLICY MEMORANDUM: CPM – CECG – 001

SUBJECT: Commanding General Open Door Policy

1. Reference: Army Regulation 600-20, Army Command Policy, paragraph 2-2, 18 March 2008.
2. Purpose: Identify proper avenue to communicate issues and grievances requiring the attention of the Commanding General. Previous open door policies are rescinded.
3. Intent: Enable USACE to receive, process, address, and generate solutions to issues and grievances efficiently while maintaining the integrity of the chain of command.
4. Policy:
 - a. 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 supervisory chain of command to resolve issues arising in USACE units and organizations, I am available to discuss any issue that requires my personal attention.
 - b. Any member of this command requesting to discuss an issue with me should address the 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, will first attempt to resolve specific concerns with the USACE Command Sergeant Major before raising the matter to the Chief of Staff. All written requests to use open door policy will receive a timely response.
 - c. This policy does not apply to disciplinary issues or 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, reassignments, Inspector General inquiries, and Civilian grading issues and grievances.
5. Point of contact for this memorandum is USACE Chief of Staff at 202-761-0761.



THOMAS P. BOSTICK
LTG, USA
Commanding