



DEPARTMENT OF THE ARMY
UNITED STATES ARMY COMBINED ARMS SUPPORT COMMAND
2221 ADAMS AVENUE
FORT LEE, VIRGINIA 23801-2102

CASCOM POLICY 17-06

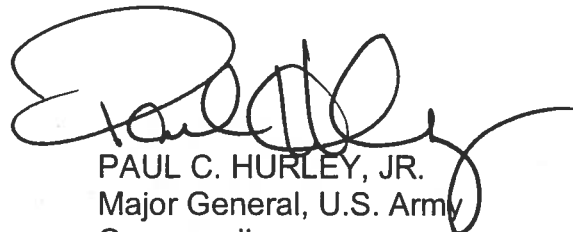
SEP 11 2017

ATCL- CG

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commanding General's Open Door Policy

1. The welfare of every Soldier and Civilian member of CASCOM at Fort Lee is of great concern to me. People are the most important asset in this command and deserve to be treated with dignity and respect. My door is open to every Soldier and Civilian to ensure they receive fair treatment and are afforded the opportunity to be heard.
2. This policy does not replace or circumvent the normal use of chain of command or established statutory and regulatory appeal procedure. Therefore, prior to seeking my assistance, Soldiers and Civilians should first attempt to use their chain of command for possible resolution of the problem. In those unusual cases where the needed resolution exceeds the scope or authority of a Commander or supervisor, members are encouraged to seek my advice or assistance. I will not tolerate reprisal against members seeking my advice or assistance.
3. This policy's intent is not to provide a means of presenting me with any adverse actions prematurely. All adverse actions have specific investigative channels and existing procedures including forwarding those investigations to me for an impartial review and decision. Such actions include but are not limited to EO or EEO complaints, evaluation appeals, elimination actions, and report of survey appeals.
4. I intend to establish an atmosphere that makes this command strong and united. If a Fort Lee Soldier or Civilian is unable to obtain assistance or resolution of a problem after following their chain of command, the member may call my office at 734-1590 to schedule an appointment through the command Executive Officer. You are not required to obtain anyone's permission or discuss the purpose of your visit; however, you must inform your immediate supervisor that you are coming to see me.



PAUL C. HURLEY, JR.
Major General, U.S. Army
Commanding

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