



DEPARTMENT OF THE ARMY
HEADQUARTERS AND HEADQUARTERS COMPANY
UNITED STATES MILITARY ACADEMY
626 SWIFT ROAD
WEST POINT, NY 10996

MAAG-H

10 June 2025

MEMORANDUM FOR RECORD

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

1. PURPOSE: Inform every Soldier and Civilian assigned or attached to Headquarters and Headquarters Company (HHC) that they have the right to see me regarding major concerns or issues.
2. APPLICABILITY: This policy applies to all personnel assigned or attached to HHC until further modified or rescinded.
3. PROCEDURES: The use of the chain of command remains one of the most effective means of resolving problems and addressing issues in the US Army. Once individuals have sought assistance from their immediate chain of command, I welcome the opportunity for them to seek answers and help resolve individual issues. The effective use of Soldiers' chain of command is always in the best interest of the Soldier as well as the unit.
 - a. For use of the open door policy in a non-urgent matter, individuals will notify their Department Director who will consult with me to schedule a time for us to meet within three working days or less. However, situations may arise where, for urgency, privacy or other reasons, an individual feels that he or she needs to bypass the chain of command and bring an issue directly to me.
 - b. My office is located in Building 626, Room 167 and office phone number is (845) 938-2280. After duty hours, please call my cell at (845) 857-7164. This offer is available 24 hours a day, 7 days a week.
4. The point of contact for this policy is the undersigned at (845) 938-2280 or richard.hanson@westpoin.edu.

RICHARD C. HANSON
CPT, SC
Commanding