



DEPARTMENT OF THE ARMY
HEADQUARTERS AND HEADQUARTERS COMPANY
UNITED STATES MILITARY ACADEMY
622 SWIFT ROAD
WEST POINT, NY 10996-1905

MAAG-H

12 March 2019

MEMORANDUM FOR RECORD

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

1. PURPOSE: I want every Soldier and Civilian assigned or attached to Headquarters and Headquarters Company (HHC) to know each individual has 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 APPLICABILITY: This policy applies to all personnel assigned or attached to HHC until further modified or rescinded.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 U.S. 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 the chain-of-command is always in your best interests as well as the unit.
 - a. To use the open door policy in a non-urgent matter, the individual 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 622, Room 107 and office phone number is (845) 938-3125. After duty hours, please call my cell at (845) 926-0569. 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) 938-3125 or darlene.sanders@westpoint.edu.

DARLENE E. SANDERS
CPT, AG
Commanding