



DEPARTMENT OF THE ARMY
208TH FINANCE BATTALION
UNIT 30041
APO AE 09166



AEUFC-FBS-AG

1 October 2000

MEMORANDUM FOR See Distribution

SUBJECT: Policy Letter 2 – Open Door Policy

1. PURPOSE: To provide information on the Open Door Policy
2. APPLICABILITY: This policy applies to all 208Th Finance Battalion (FB) personnel.
3. POLICY:

a. The chain of command is the mechanism by which this battalion does its day-to-day business. A proactive chain of command, which is aware of and able to solve the problems that surface among soldiers and civilians normally defines the greatness of the organization. I firmly believe in the chain of command as an instrument for commanding, controlling, and resolving issues in this battalion. When the chain of command is unable to adequately address problems affecting our soldiers, I practice an “Open Door” policy to augment, not circumvent, the chain of command.

b. Soldiers may schedule an appointment to see me at any time to surface complaints, request assistance, or raise other concerns that they feel cannot be resolved through their chain of command.

c. Detachment commanders make open door appointments for their soldiers, after trying to address or resolve the issue within the detachment.

d. All detachment commanders will establish similar “Open Door” policies internal to your detachment, and will support my policy for soldiers who want to discuss issues above your level.

e. This policy letter will be posted on the battalion bulletin board.

SERVICE, PAY, SUPPORT!

STEPHEN J. RIVIERE
LTC, FC
Commanding

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