



DEPARTMENT OF THE ARMY
US ARMY COMBINED ARMS SUPPORT COMMAND AND FORT LEE
2221 ADAMS AVENUE
FORT LEE, VIRGINIA 23801

CASCOM POLICY 21-11
JUL -9 2021

ATCL-CG (100)

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commanding General's Open Door Policy

1. Reference: Army Regulation (AR) 600-20, Army Command Policy, 24 July 2020.
2. This memorandum supersedes CASCOM Policy 18-23, Commanding General's Open Door Policy, dated 31 October 2018.
3. I am committed to addressing the concerns of all military and civilian members of my command that cannot be resolved through existing channels. While I expect Soldiers and Civilians to attempt to resolve issues through their respective chain of command or supervisory chain before seeking my assistance, I am available to discuss any issue that requires my personal attention.
4. Individuals seeking my assistance under this policy must be aware that there are certain matters which I may not be able to discuss. For example, I will not be able to discuss matters subject to ongoing investigations, issues under disciplinary review, or matters for which other due process rights already exist. Accordingly, I reserve the right to deny access pursuant to this policy in such situations.
5. Soldiers or Civilians wishing to seek my advice or assistance through this policy should call my office at (804)734-1590 to schedule an appointment through the command Executive Officer. Individuals seeking an audience through this policy must provide a summary of the matters to be discussed and of the efforts expended to resolve the issue at a lower level.
6. Subordinate commanders will establish an open door policy within their respective commands IAW 600-20, paragraph 2-2.
7. This policy letter is effective until superseded or rescinded.

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MARK T. SIMERLY
Major General, U.S. Army
Commanding

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