



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, U. S. ARMY ALASKA
600 RICHARDSON DRIVE #5000
FORT RICHARDSON, ALASKA 99505-5000



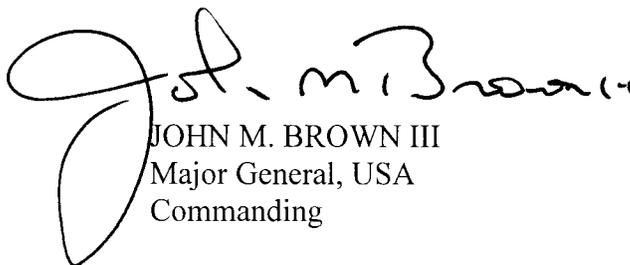
APVR-CG

29 OCT 2002

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Alaska (USARAK) Commanding General's *Open Door* Policy
(CG/CofS Policy Statement #0-23)

1. Soldiers and civilian employees have the right to seek advice and counsel from their commanders. An essential element of leadership is maintaining a two-way communication between leaders and subordinates. My door and the door of all commanders in USARAK are open to allow subordinates and their families an opportunity to communicate with their chain of command. Every commander will have an *Open Door* policy.
2. Problem solving is an inherent responsibility of command. Soldiers, family members and employees should normally resolve problems and concerns by working through the chain of command. While I do not encourage bypassing levels in the supervisory chain, there may be occasions to do so. If an individual is not willing to discuss a problem with his/her supervisors, there are many other channels available. My Command Sergeant Major, the Inspector General, Staff Judge Advocate, Chaplain, Equal Employment Opportunity, Unions, Equal Opportunity Advisor, and Army Community Services all provide means of assisting members of this command.
3. If the chain of command and our supporting agencies are unable to resolve a problem, my door is open. For an appointment with me, contact my office at 384-2163. Soldiers who are the subject of judicial, nonjudicial, adverse administrative action or an ongoing criminal investigation must coordinate through the Office of the Staff Judge Advocate at 384-0420 to make an appointment.
4. Commanders, directors, and office chiefs will disseminate this policy and include it in orientation for newly assigned personnel.



JOHN M. BROWN III
Major General, USA
Commanding

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