



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
ANNISTON ARMY DEPOT
7 FRANKFORD AVENUE
ANNISTON, ALABAMA 36201-4199

AMSTA-AN-RCP

Commander's Policy Statement #2

SUBJECT: Commander's Open Door Policy

1. People are the most important asset any organization can have. The people of Anniston Army Depot are responsible for the fine reputation we have throughout the Department of Defense, and I recognize that our continued reputation depends on quality employee performance. In order to provide a mechanism for employees to discuss personal problems that might be adversely affecting their employment, I am establishing the following open door policy.
2. In most instances, the immediate supervisor should be the first contact for resolving individual employee problems. I expect the employee and the immediate supervisor to make every effort to resolve difficulties before raising the problem to any other level. Supervisors are to coordinate with their superiors and appropriate staff offices in attempting to resolve issues.
3. Most unresolved problems that arise in the workplace are covered by established grievance, appeal, or complaint procedures. In each system, including the Equal Employment Opportunity complaint process, certain rights and obligations are imposed on employees and the Army. Unless an employee explicitly waives his or her rights to use these procedures, it would not be appropriate for me to provide a meeting through the Open Door Policy. Accordingly, where a matter is or could be addressed in an established grievance, appeal, or complaint procedure, I cannot and will not intervene. Of course, where a procedure requires my involvement, you can be assured that I will make a decision only after I am satisfied that all facts and circumstances are known.
4. For any matter not covered by an established grievance, appeal, or complaint procedure, I will be available to discuss the matter privately. The purpose of such a meeting will be to attempt resolution of the problem or refer you to someone who can resolve it. All I ask is that you schedule the appointment in advance, provide me with a subject and a brief summary of the matters to be addressed, and allow me to work the matter into my schedule.
5. I urge all employees -- supervisors and nonsupervisors alike -- to make renewed efforts to improve communications and resolve problems at the most immediate level of supervision within the chain of command.

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6. This Policy Statement supersedes Policy Statement #2, dated 19 November 1997.

GERALD BATES, JR.

Colonel, OD

Commanding

DISTRIBUTION:

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