

DEPARTMENT OF THE ARMY  
Headquarters and Headquarters Detachment  
417th Base Support Battalion  
Unit 26124  
APO AE 09031

AETV-WG-WC

12 December 2003

MEMORANDUM FOR RECORD

SUBJECT: Policy Letter 1, Open Door Policy

1. The magnitude and size of the Army organization requires the need for a formal channel of communication. This formal channel, known as the chain of command, is designed to ensure the implementation of structured leadership and communication. It is a basic leadership responsibility for the chain of command to resolve soldier problems/issues, whether they are personal or professional, at the lowest level. However, situations may arise when your supervisors cannot be responsive to your needs. Under these circumstances, my door will always be open.
2. When issues are so personal or urgent that using the chain of command is not possible, I am available at any hour.
3. I am committed to supporting you. I will visit you on occasion as an extension of my open door policy. Don't hesitate to talk to me if you need to. I will make myself available to you, for as your commander, I believe that you are my most valuable asset. Just remember to keep your chain of command informed.



KENNETH C. WILSON  
CPT, AV  
Commanding