



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
UNITED STATES ARMY COMBINED ARMS SUPPORT COMMAND
SUSTAINMENT CENTER OF EXCELLENCE
2221 ADAMS AVENUE
FORT LEE, VIRGINIA 23801-2102

ATCL-CG

NOV 2 2010

FORT LEE POLICY NO. 04-10

SUBJECT: Commanding General's Policy - Open Door

1. The welfare of every Soldier and Civilian member of CASCOM and SCoE at Fort Lee is of great concern to me. People are the most important asset in this command and deserve to be treated with dignity and respect. My door is open to every Soldier and Civilian to ensure they receive fair treatment and are afforded the opportunity to be heard.
2. This policy does not replace or circumvent the normal use of chain of command or established statutory and regulatory appeal procedures. Therefore, prior to seeking my assistance, Soldiers and Civilians should first attempt to use their chain of command for possible resolution of the problem. In those unusual cases where the needed resolution exceeds the scope or authority of a commander or supervisor, members are encouraged to seek my advice or assistance. I will not tolerate reprisal against members seeking my advice or assistance.
3. The policy's intent is not to provide a means of presenting me with any adverse actions prematurely. All adverse actions have specific investigative channels and existing procedures including forwarding those investigations to me for an impartial review and decision. Such actions include EO or EEO complaints, evaluation appeals, elimination actions, report of survey appeals, and my direct Boss Line (734-Boss).
4. I intend to establish an atmosphere that makes this command strong and united. If a Fort Lee Soldier or Civilian is unable to obtain assistance or resolution of a problem after following their chain of command, the member may call my office at 734-1542 to schedule an appointment or email me directly at james.hodge@us.army.mil.

JAMES L. HODGE
Major General, U.S. Army
Commanding

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