



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 1ST CAVALRY DIVISION  
FORT HOOD, TEXAS 76544



## COMMAND POLICY LETTER

AFVA-CG

04 March 2014

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter EO-01, 1<sup>st</sup> Cavalry Division Command Open Door Policy

1. REFERENCE: None.
2. APPLICABILITY. This policy applies to all personnel assigned, attached or under the operational control of 1<sup>st</sup> Cavalry Division.
3. POLICY.

a. Intent.

(1) The Chain of Command is the mechanism by which this Division does its daily business and by which it will fight and win in combat. A proactive Chain of Command, which is aware of and able to solve the problems that surface within its formations, normally defines the greatness of an organization.

(2) The Chain of Command will be an instrument for Command, Control and Problem-Solving in the 1<sup>st</sup> Cavalry Division. Fair treatment and the right to complain about unfair treatment are essential to maintaining an environment conducive to good order and discipline. When the Chain of Command is unable to address problems affecting its Soldiers, issues may be brought to the Command Group to augment, not circumvent, the Chain of Command.

(3) Soldiers may schedule an appointment to see the Commander at any time to present complaints, request assistance, or raise other concerns that they feel cannot be resolved through their Chain of Command Channels.

b. Coordination Instructions.

(1) All Commanders down to Troop/Battery/Company Levels will establish Open Door Policies.

(2) Appointments with the Division Commander may be scheduled by contacting the Division Command Sergeant Major or the Commander's Administrative Assistant.

(3) All Leaders will swiftly deal with complaints and solve problems as they arise.

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(4) All Units down to the Troop/Battery/Company Levels will post this policy memorandum in a public area.

4. The point of contact for this policy is the 1<sup>st</sup> Cavalry Division Secretary of the General Staff (SGS) at 254-288-5250.



MICHAEL A. BILLS  
Brigadier General, USA  
Commanding

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