



OFFICE OF THE
BRIGADE COMMANDER

UNIFORMED SERVICES UNIVERSITY OF THE HEALTH SCIENCES

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23 July 2010

MEMORANDUM FOR ALL MEMBERS OF THE USU BRIGADE

SUBJECT: Brigade Commander's Open Door Policy

1. The Open Door policy is established to allow any service member with a problem, complaint, or grievance, which cannot be resolved via the service member's usual chain of command, to meet with the Brigade Commander.
2. Problems should be discovered and resolved at the lowest level of command in a quick and effective manner.
3. Service members are obligated to give their immediate chain of command the opportunity to solve any problem that arises. The chain of command will exhaust all appropriate resources to attempt to rectify the problem.
4. If a problem cannot be solved to the service member's satisfaction by the immediate chain of command or if a problem is of a personal nature and the service member feels it cannot be discussed with anyone else, the service member may request to see the Brigade Commander. To do this, the following procedures will be followed:
 - a. Notify his/her chain of command of their intent to request an appointment.
 - b. The request will be routed through the chain of command to the Brigade Commander in a timely manner.
 - c. The appointment will be scheduled at the soonest available time.
5. The intent of this policy is to ensure that valid service member problems are not allowed to persist and that they receive due attention and timely resolution at the appropriate level.
6. No service member in this command may be refused the opportunity to see any individual in their chain of command.


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Brigade Commander