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DEPARTMENT OF THE ARMY
HEADQUARTERS US ARMY SUSTAINMENT COMMAND
1 ROCK ISLAND ARSENAL
ROCK ISLAND IL 61299-6500


17 Aug 2017

AMSAS-CG

MEMORANDUM FOR All RIA Installation Personnel

SUBJECT: RIA Open Door Policy

1. Per AR 600-20, paragraph 2-2, my Open Door Policy applies to all military, civilian personnel, and family members assigned to, attached to, on temporary duty, or otherwise sent to support RIA organizations.
2. As Commanding General, ASC, I care about our people. I believe that most issues can be resolved, through the chain of command, at the lowest possible level through two-way communication. I recognize that Soldiers, Civilians, and Family members may sometimes wish to bypass their chain of command and see me directly. I will make myself available when this is the case. Under no circumstances will any member of the chain of command or support staff dictate who will or will not be allowed to utilize my open door policy, nor require knowledge of the reason or problem needing my attention.
3. This open door policy is not an appropriate venue to address cases or issues being processed in separate, specific administrative or disciplinary channels designed to resolve the matter; e.g., the court-martial process or civilian employee misconduct procedures. Issues addressed through negotiated grievance procedures, equal employment opportunity office, or other third parties are also not appropriate. These processes will take precedence over an open door forum.
4. I will not tolerate retribution against a Soldier, Civilian, or Family member who chooses to use the open door or who chooses to seek assistance from the Inspector General, Equal Opportunity Officer, Equal Employment Opportunity Officer, union representative, or anyone else who is in the business of helping our Soldiers, Civilians, and Family members.
5. Employees may adjust their work schedule if necessary to accommodate an open door meeting. Please schedule an appointment with my aide-de-camp or administrative assistant as they are in the best position to keep you apprised of opportunities to meet with me.
6. The POC is the ASC G-1 Civilian Personnel Division, DSN 793-0270, COMM (309) 782-0270, e-mail usarmy.ria.asc.list.hrc@mail.mil.


DUANE A. GAMBLE
Major General, USA
Commanding

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