



OFFICE OF THE SUPERINTENDENT
UNITED STATES MILITARY ACADEMY
WEST POINT, NEW YORK 10996-5000

JUN 27 2022

MASP

MEMORANDUM FOR All Personnel Assigned to the West Point Military Reservation
and Fort Hamilton

SUBJECT: Commander's Open Door Policy

1. Reference: Army Regulation 600-20 (Army Command Policy).
2. As a commander, I am committed to addressing the concerns of all members of my command that are unable to be resolved through other channels. Although I am a strong advocate for using the chain of command and supervisory chain to resolve issues arising within the West Point Military Reservation and Fort Hamilton, I am available to discuss any issue that requires my personal attention.
3. This policy does not apply to disciplinary issues and issues appropriately addressed by an existing procedure, a subordinate command, or a staff principal. Examples include, but are not limited to, Equal Employment Opportunity issues, Army Regulation 15-6 investigations, reassignments, Inspector General inquiries, and civilian grading issues and grievances.
4. Members of the Staff and Faculty, Cadets, and family members may schedule appointment through the Executive Assistant to the Superintendent at (845) 938-2610.

A handwritten signature in dark ink, appearing to read 'Steven W. Gilland', written over a horizontal line.

STEVEN W. GILLAND
Lieutenant General, US Army
Superintendent