



DEPARTMENT OF THE ARMY
UNITED STATES ARMY EUROPE
UNIT 29351
APO AE 09014-9351

AEPE-EEO

7 February 2018

MEMORANDUM FOR All Army in Europe Military and Civilian Personnel

SUBJECT: USAREUR Open Door Policy (AE Cmd Memo 2018-010)

1. Soldiers, Civilians, and Family members may sometimes wish to bypass their chain of command or chain of supervision to right a wrong or to have their voices heard on an important subject. Although the USAREUR command climate allows everyone to participate while growing professionally and personally to his or her full potential, my personal intervention may sometimes be required. Ideally, issues will be resolved at the lowest possible level through two-way communication. I am available, however, to discuss any issue with anyone who believes that my personal attention is warranted.
2. Any request to discuss an issue with me should be addressed in writing through the Chief of Staff, HQ USAREUR, and the Deputy Commanding General, USAREUR. The request should describe the nature of the issue, why my personal attention is required, and what steps have been taken to address the issue up to that point. Issues affecting enlisted personnel should be brought to the attention of the USAREUR Command Sergeant Major, if possible, before being referred to me.
3. This policy does not apply to issues that are under disciplinary review, concern adverse personnel action, or have already been addressed through other procedures or subordinate authorities. Examples include ongoing investigations, reassignment orders, inspector general inquiries, administrative separations, equal opportunity (EO) or equal employment opportunity (EEO) issues, and issues relating to grades or the discipline of civilian employees.
4. No one will prevent anyone assigned to or living in the USAREUR area of operations from requesting assistance from the chain of command, an inspector general, a staff judge advocate, an EO or EEO advisor, or a member of Congress.

A handwritten signature in black ink, appearing to read "Cavoli".

CHRISTOPHER G. CAVOLI
Lieutenant General, USA
Commanding