



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 447TH SIGNAL BATTALION  
15TH REGIMENTAL SIGNAL BRIGADE  
FORT GORDON, GEORGIA 30905

REPLY TO  
ATTENTION OF

ATZH-TBC

1 August 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Memorandum #4 – Complaint Procedures

1. Commanders will ensure that all members of their units are fully aware of their right to initiate a complaint and the procedures for doing so. Soldiers should initially contact their immediate chain of command for assistance in resolving complaints.
2. If an individual has given his/her immediate chain of command the opportunity to resolve the problem, but still feels that an unjust or unfair situation exists, he/she has the opportunity to present the complaint to me or to the Commander, 15<sup>th</sup> Signal Brigade and, if necessary, to the Fort Gordon Inspector General. My office is located in Building 25601 on Barnes Ave. and the 15<sup>th</sup> Signal Brigade Commander is located in Building 29710 (2nd floor) on Barnes Ave.
3. Supervisors who receive complaints should attempt to resolve them at the lowest level possible. Leaders will direct complaints that cannot be quickly resolved up the chain of command.
4. I expect the chain of command to keep individuals who have made complaints informed as to its current status. Not to do so, creates the impression that we do not care and that the complaint has no merit. Keep Soldiers informed. They will do all we ask of them if they believe we are listening and caring about their problems.
5. Point of contact for this action is the undersigned at 791-5841.

A handwritten signature in black ink, appearing to read "Daniel J. Ruder".

DANIEL J. RUDER  
LTC, SC  
Commanding

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