



DEPARTMENT OF THE ARMY
HEADQUARTERS, 4TH INFANTRY DIVISION AND FORT CARSON
8105 WETZEL AVENUE, BLDG 1435
FORT CARSON, COLORADO 80913-4289

AFYB-CG

FEB 07 2020

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commanding General's Open Door Policy

1. References.

- a. Army Regulation (AR) 600-20, Army Command Policy (6 November 2014), paragraph 2-2.
- b. FORSCOM Commanding General Policy Memo 1, Open Door Policy.
- c. III Corps Commanding General's Policy Letter # 4, Open Door Policy.

2. Applicability. This policy applies to all military personnel, active or reserve, assigned or attached to 4th Infantry Division and Fort Carson units and tenant activities, regardless of location, as well as their Family members and Civilian employees.

3. Purpose. This policy allows members of the command to ensure that I am made aware of problems that affect discipline, morale, and mission-effectiveness. It also serves as a reinforcement mechanism to emphasize that our members have the ability to freely approach leaders and managers in order to present facts and discuss concerns and/or problems of a personal or professional nature that the member has been unable to resolve.

4. Policy. I am fully committed to ensuring that we are able to accomplish our assigned missions while simultaneously caring for personnel and property under my and my commanders' charge. This includes addressing concerns that are unable to be resolved through other channels. I am available to discuss any issue that requires my personal attention. The Commanding General's Open Door is not, however, an appropriate avenue to present matters or challenge processes where other remedies and procedures are already established pursuant to law or regulation. Nor does this policy supersede regulatory procedures for specific issues. Examples of such issues include, but are not limited to, ongoing disciplinary or adverse administrative actions, Equal Employment Opportunity complaints, reassignments, Inspector General inquiries, and Civilian grading issues and grievances.

- a. No member will be reprimanded for requesting the use of or for utilizing this Open Door policy.

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b. Military personnel and Civilian employees will be free from reprisal for making or preparing, and will not be restricted from making or preparing, a protected communication as defined by AR 600-20.

c. Open Door appointments can be scheduled through the Secretary of the General Staff at 719-503-0010.

d. Alternately, members of the command may contact the CG Hotline at 719-526-2677 or at <https://www.carson.army.mil/cg-hotline.php>.

e. Commanders will establish an Open Door policy within their commands in accordance with AR 600-20, paragraph 2-2.

5. Proponent. Any questions or comments regarding this policy can be directed to the Secretary of the General Staff at 719-503-0010.

6. Expiration. This remains in effect until superseded or rescinded.



MATTHEW McFARLANE
Major General, U.S. Army
Commanding

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