



DEPARTMENT OF THE ARMY
HEADQUARTERS, 1ST ARMORED DIVISION AND FORT BLISS
11685 SERGEANT MAJOR BOULEVARD
FORT BLISS, TEXAS 79918

02 JUN 2023

AFBL-CG

MEMORANDUM FOR All Personnel Assigned or Attached to 1st Armored Division and Fort Bliss

SUBJECT: Command Policy Letter #1 – Open Door Policy

1. I am willing to discuss matters with any member of this command.
2. My intent is to listen to concerns and assist with solutions that are in the best interest of the individual, the unit, and this command. In my experiences, concerns are best addressed by the individual's immediate chain of command. While I do not require and individual to obtain chain of command approval prior to speaking to me, I do request that you use the chain of command and give them every reasonable opportunity to resolve problems at the lowest possible level. Individuals should exhaust every possible option before they come to see me.
3. This Open Door Policy is not intended to supplement or replace the formal review processes established by law, regulation, or collective bargaining agreements. Formal review processes are available to address most problems, and they afford the individual appropriate due process. In some instances, I may be required to render a decision as part of the formal review process. The laws and regulations establishing these processes prohibit me, as a decision maker, from addressing these problems under the Open Door Policy until the formal process has run its course.
4. The Chief of Staff will review all open-door requests to ensure we do not inadvertently interfere with any formal review processes that have not fully concluded. Some examples of formal review processes that may involve me as a decision maker are proceedings under Article 15 of the Uniform Code of Military Justice (UCMJ), Financial Liability Investigations of Property Loss appeals, referral and final action of criminal cases under the UCMJ, administrative and negotiated grievances (to include reviewing allegations of Civilian misconduct), administrative separation actions, contract awards, Equal Opportunity complaints, non-punitive reprimands under Army Regulation (AR) 600-37, and disciplinary actions. If you are involved in one of these formal review processes, you or your Family member may schedule an open-door meeting with me after the conclusion of the process.
5. My duties require frequent absences from the office and from the installation and I welcome other forms of communication. Forums such as the Commanding General's Hotline offer other means by which installation Soldiers can voice concerns to me.

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6. Enlisted personnel wishing to speak to me under this policy are encouraged to contact the 1st Armored Division Command Sergeant Major at 915-744-6957. All others should contact my Executive Assistant at 915-744-6960 or my military aide-de-camp at 915-744-6989.
7. This policy letter is applicable to all personnel attached or assigned to Fort Bliss, to include Department of the Army (DA) Civilians or other civilians operating in support of the installation, retirees within our community, and Family members of our Soldiers.
8. Commanders and directors will ensure widest dissemination of this policy to the lowest levels. Units will permanently post this memorandum on unit bulletin boards.
9. The point of contact for this policy is the Staff Judge Advocate at 915-744-6889.



JAMES E. ISENHOWER !!!
Major General, USA
Commanding