



DEPARTMENT OF THE ARMY
HEADQUARTERS, XVIII AIRBORNE CORPS AND FORT BRAGG
2175 REILLY ROAD, STOP A
FORT BRAGG, NORTH CAROLINA 28310-5000



AFZA-CG

20 February 2018

MEMORANDUM FOR Leaders, XVIII Airborne Corps and Fort Bragg Garrison

SUBJECT: Commanding General's Policy Letter #2: Open Door Policy

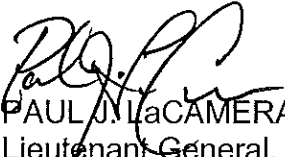
1. Reference AR 600-20, Army Command Policy, 6 Nov 14.
2. Leaders are responsible for accomplishing their unit's mission and taking care of their troops, civilian employees, and Family members. A big part of taking care of Soldiers involves listening to their input, ideas, and suggestions and, when needed, helping them solve problems quickly and fairly.
3. I am available to all members of the XVIII Airborne Corps and Fort Bragg.
 - a. I am willing to listen to your ideas and complaints. I only ask that if you identify a problem or have a complaint, then also have a suggestion to fix it.
 - b. I am available to help you solve problems – professional or personal. I expect you to give your unit chain of command a chance to resolve them first. If you are still not satisfied or you are unwilling to share the problem with them for good reason, then come see me.
4. The procedure to see me under this "open door" policy is very simple.
 - a. If you see me at PT, in the field, at the range, at your unit area or office, in the PX or just around the installation – simply walk up and talk to me.
 - b. You can make an appointment through the Corps CSM, your Division, Separate Brigade or Garrison Commander, my Chief of Staff, the Secretary of the General Staff, my aide or my executive assistant. I will see you as soon as possible.
 - c. You can also bring issues to my attention using the "CG's Hotline" at 6-BOSS (910-396-2677).
5. This policy is not intended to supplement or replace the formal review processes established by law. Formal review processes are available to address most problems, and they provide appropriate due process. In some instances, I may be required to render a decision as part of a formal review process. The laws and regulations establishing these processes prohibit me, as a decision maker, from addressing certain problems under the Open Door Policy until formal processes have run their course. Some examples of formal review processes involving me as a decision maker include proceeding under the Uniform Code of Military Justice, Financial Liability Investigations of Property Loss, administrative and negotiated grievances (including reviewing allegations of Civilian misconduct), administrative

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separations, contract awards, complaints under the Equal Opportunity system, and disciplinary actions.

6. No leader in this Corps or on this Installation will prevent a Soldier or civilian from speaking to me or any other assistance agency or take any form of retribution against them for doing so. Post this memo on command information boards and brief incoming Soldiers and employees about this policy during in-processing.



PAUL J. LaCAMERA
Lieutenant General, USA
Commanding