



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 4TH INFANTRY DIVISION AND FORT CARSON  
6105 WETZEL AVENUE, BUILDING 1435  
FORT CARSON, COLORADO 80913-4289

AFYB-CG

OCT 07 2025

MEMORANDUM FOR RECORD

SUBJECT: Policy Letter #3 – Commanding General's Open Door Policy

1. References.

- a. Army Regulation (AR) 600-20, Army Command Policy, 6 February 2025.
- b. AR 690-600, Equal Employment Opportunity Discrimination Complaints, 6 February 2025.
- c. AR 600-52, Sexual Harassment/Assault Response Prevention Program, 11 February 2025.
- d. AR 20-1, Inspector General Activities and Procedures, 23 March 2020.
- e. III Corps Commanding General's Policy Letter #1, Enclosure 1: Open Door Policy, 4 June 2025.

2. Applicability. This policy applies to all military personnel, active or reserve, assigned or attached to the 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 allows members of the command to present facts, concerns, and problems of a personal or professional nature or other issues that the Soldier 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 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. See paragraph 5 for additional details regarding separate regulatory processes.

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a. No member will face retaliation or reprisal for requesting the use of or for utilizing the Open Door policy.

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

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

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

5. As outlined above, this Open Door Policy is not intended to create a parallel path to present matters where other remedies and procedures are already established pursuant to law or regulation. Requests to utilize this policy concerning matters pending final disposition through their respective administrative processes will normally be denied. Examples of such issues include, but are not limited to, ongoing disciplinary or adverse administrative actions, EO/EEO complaints, SHARP complaints, reassignments, Inspector General inquiries, Reprisal, and Civilian grading issues and grievances.

a. Complaints involving EO related matters should be processed in accordance with Military Equal Opportunity and Harassment Complaint Processing System as addressed in AR 600-20, Chapter 6. Equal Employment Opportunity Discrimination Complaints must be processed in accordance with AR 690-600.

b. Complaints involving SHARP related matters should be processed in accordance with the Sexual Harassment Complaint Processing System as addressed in AR 600-52.

c. Complaints involving allegations of reprisal or ongoing Inspector General investigations should be processed in accordance with AR 20-1.

6. Commanders will ensure the widest dissemination of this policy to the lowest levels.

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



PATRICK J. ELLIS  
Major General, USA  
Commanding