



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 10<sup>TH</sup> MOUNTAIN DIVISION (LIGHT INFANTRY) AND FORT DRUM  
FORT DRUM, NEW YORK 13602-5000

AFDR-CG

1 May 2019

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Memorandum 1, Open Door Policy

1. Reference AR 600-20, Army Command Policy, 6 November 14.
2. Supersession. This memorandum supersedes and replaces Policy Memorandum 02, Open Door Policy, dated 27 April 17.
3. I am available to all members of the 10<sup>th</sup> Mountain Division and Fort Drum. I am willing to discuss matters with any member of this command - I only ask that if you identify a problem or have a complaint, then you should also have a suggestion to fix it.
4. 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. It is my experience that most solutions are generated by the individual's immediate chain of command. While I do not require an 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.
5. This Open Door Policy is not intended to supplement or replace the formal review processes established by law, regulation, or collective bargaining agreements.
  - a. 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. If you are involved in one of these formal review processes, you may schedule an Open Door meeting with me *after* the conclusion of the process.
  - b. 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, or referral and final action on criminal cases under the UCMJ. This is not an exhaustive list; there are many such proceedings affecting both Soldiers and Civilians, and so the Staff Judge Advocate will review all open door requests to ensure we do not inadvertently interfere with any formal review processes that have not fully concluded.

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6. My duties require frequent absences from the office and from the installation. Since I am sometimes out of town, I welcome other forms of communication. Issues may be brought to my attention through the "CG's Hotline" at 315-772-6666.

7. Soldiers should make an appointment through the Division CSM, their Brigade Commander, the Secretary of the General Staff, my Chief of Staff, aide-de-camp, or my executive assistant. DA Civilians can also make an appointment through the Garrison Commander or the Mission Support Element Director. I will see you as soon as possible.

8. This policy letter is applicable to all personnel attached or assigned to Fort Drum, to include Soldiers and Department of the Army (DA) Civilians.

9. With the exception of steps taken to ensure the smooth operation of formal processes described in paragraph 5, no leader in this Division or on this Installation will prevent a Soldier or Civilian member of this command from speaking to me or any other assistance agency, nor will they take any form of retribution against a member of this command for using the Open Door. Commanders and Directors will ensure widest dissemination of this policy to the lowest levels. Units will permanently post this memorandum on unit bulletin boards.



BRIAN J. MENNES  
Major General, USA  
Commanding

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