



DEPARTMENT OF THE ARMY  
HEADQUARTERS, 25TH INFANTRY DIVISION AND U.S. ARMY HAWAII  
BUILDING 580 KOLEKOLE AVENUE  
SCHOFIELD BARRACKS, HAWAII 96857-6000

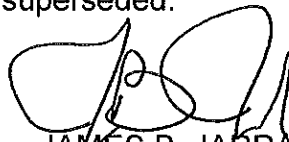
APVG-CG

26 FEB 2020

MEMORANDUM FOR RECORD

SUBJECT: 25th Infantry Division and United States Army Hawaii Policy Letter #2 –  
Commanding General's Open Door Policy

1. References: AR 600-20, Army Command Policy, 6 November 2014.
2. Applicability. This policy applies to all Active Duty, Reserve, and National Guard Service members subject to my General Court-Martial Convening Authority in accordance with AR 27-10, Appendix E. This policy also applies to all tenant units and Civilian employees.
3. I am accessible to Service members, Civilian employees, and Family members to discuss any concerns that cannot be resolved through the appropriate chain of command/supervision. The fastest and most effective way to resolve any issue is normally through the chain of command/supervision; however, some issues may require my personal attention. When the chain of command is unsuccessful in addressing problems satisfactorily, my door is open.
4. This policy does not apply to disciplinary issues and issues appropriately addressed by an existing procedure, a subordinate command, or a staff principal. Examples include, but are not limited to: Equal Employment Opportunity issues, Equal Opportunity issues, reassignments, Inspector General inquiries, and civilian grading issues and grievances. Issues that are governed by specific procedures for redress must be exhausted before requesting an open door appointment. However, after an investigation is complete or existing procedure is exhausted, I may be available if there are unresolved issues.
5. When practicable, requests for an open door appointment should be directed through your chain of command. If not practicable, a request for an open door appointment can be made through the Secretary of the General Staff at (808) 787-5115.
6. This policy is in effect until revoked or superseded.

  
JAMES B. JARRARD  
Major General, USA  
Commanding