



DEPARTMENT OF THE ARMY
HEADQUARTERS, III CORPS AND FORT HOOD
1001 761ST TANK BATTALION AVENUE
FORT HOOD, TEXAS 76544-5000

COMMANDING GENERAL'S
POLICY LETTER # 1

AFZF-CG

JUN 05 2019

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Open Door Policy

1. This policy applies to all Soldiers attached to or assigned to III Corps or Fort Hood.
2. Commanders will establish an open door policy within their commands in accordance with AR 600-20.
3. This Open Door Policy is not intended to supplement or replace the formal review processes established by law, 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 renewing allegations of civilian misconduct), administrative separation actions, contract awards, Equal Opportunity complaints, non-punitive reprimands under AR 600-37, and disciplinary actions. 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.
5. 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.
6. Enlisted personnel wishing to speak to me under this policy are encouraged to contact the III Corps and Fort Hood Command Sergeant Major via the Administrative Executive Assistant at (254) 287-3413.
7. Commanders will ensure widest dissemination of this policy to the lowest levels. Units will permanently post this memorandum on unit bulletin boards.

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8. The point of contact for this memorandum is the Chief of Staff at either (254) 287-5424 or (254) 287-2026.

9. EXPIRATION. This Command Policy Memorandum supersedes Commanding General's Policy Letter #4, dated 23 August 2017, subject: Open Door Policy, and will remain in effect until superseded or rescinded.



ROBERT P. WHITE
Lieutenant General, USA
Commanding

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IAW FH Form 1853: A