



## DEPARTMENT OF THE ARMY

HEADQUARTERS, UNITED STATES ARMY TRAINING CENTER AND FORT JACKSON  
2400 JACKSON BOULEVARD  
FORT JACKSON, SOUTH CAROLINA 29207

REPLY TO  
ATTENTION OF

ATZJ-CG (ARIMS 100)

11 4 DEC 2022

### MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters  
Commanders, Fort Jackson Partners in Excellence  
Directors and Chiefs, Staff Offices, This Headquarters

SUBJECT: Fort Jackson Policy Memorandum #1 – Commanding General's Open Door Policy

1. Reference. Army Regulation (AR) 600-20, Army Command Policy, 24 July 2020.

2. Applicability. Soldiers, Army Civilian employees, and their Families.

3. Policy:

a. Soldiers, Army Civilians, and their Families must feel free to raise concerns to their chains of command. The success of our mission requires that all concerns, particularly those that impact personal and unit readiness, be addressed as promptly as possible. I strongly encourage the resolution of issues and concerns through the chain of command, at the lowest possible level, but I am personally committed to addressing the concerns of all members of my command that are unable to be resolved through other channels.

b. I am available to discuss any issues requiring my personal attention. Prior to invoking this policy, enlisted personnel are encouraged to attempt to resolve specific concerns they were not able to resolve through their chains of command with the Army Training Center Command Sergeant Major.

c. This policy does not apply to disciplinary issues or issues appropriately addressed by an existing procedure. Examples of issues this policy does not apply to include, but are not limited to, Equal Employment Opportunity issues, AR 15-6 investigations, Inspector General inquiries, misconduct under investigation or charged under the Uniform Code of Military Justice, employee discipline, and labor grievances.

d. Soldiers, Army Civilians, and family members do not require permission from their chains of command to see me.

4. The point of contact for this policy is Ms. Ann Byrum, who may be reached at [ann.e.byrum2.civ@mail.mil](mailto:ann.e.byrum2.civ@mail.mil) for more information about this policy.

JASON E. KELLY  
Brigadier General, U.S. Army  
Commanding