



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

ATZJ-CG (ARIMS 100)

10 SEP 2024

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. Purpose. To establish the United States Army Training Center & Fort Jackson (USATC&FJ) Commanding General's (CG) Open Door Policy.

3. General:

a. The CG, USATC&FJ extends an open door to all individuals in the command to present facts, concerns, problems of a personal or professional nature, and other issues which individuals have been unable to resolve through other avenues. Most problems are resolved at lower levels.

(1) Before requesting an open-door appointment, individuals should first provide their chain of command or supervisors an opportunity to resolve the concern.

(2) If the chain of command or supervisor is unable to resolve the issue in a reasonable amount of time, the individual has the option of speaking with the USATC&FJ Command Sergeant Major (enlisted), USATC&FJ Senior Civilian (civilian personnel), or USATC&FJ Chief of Staff (officers).

(3) All requests to meet with any member of the command group must be routed through an individual's chain of command for scheduling. An individual who feels that his or her concern is too sensitive or personal to utilize this process may request an appointment with me directly.

b. This open door policy will not be used as a substitute for the procedural guidelines contained in applicable laws or regulations that govern matters such as Uniform Code of Military Justice (UCMJ) action and adverse administrative actions. 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, ongoing AR 15-6 investigations, Inspector General

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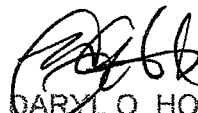
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inquiries, misconduct under investigation or charged under the Uniform Code of Military Justice (UCMJ), employee discipline, and labor grievances.

(1) For UCMJ and adverse administrative actions, individuals are afforded specific rights and procedures for redress that are usually more effective and efficient for resolution of issues than the open door policy. Nothing in this paragraph is meant to prevent individuals from using the open door policy regarding facts, concerns, or problems. However, I may elect not to discuss a case or action that is pending or has yet to be adjudicated.

(2) Before setting up an appointment under this policy, those facing UCMJ, or adverse administrative action must first coordinate through their Trial Defense counsel and the ATC & FJ Office of the Staff Judge Advocate at FJADLAW@army.mil.

4. The point of contact for this policy is the Administrative Law Section of the OSJA.



DARYL O. HOOD
Major General, USA
Commanding