



DEPARTMENT OF THE ARMY
HEADQUARTERS, 3D INFANTRY DIVISION AND FORT STEWART
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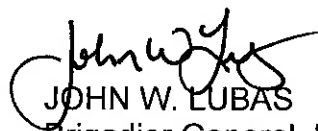
AFZP-CG

25 July 2025

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: CG Policy Letter #1 - Open Door Policy

1. Reference. AR 600-20 (Army Command Policy).
2. Scope. This policy applies to all Soldiers and DA Civilians supporting the 3d Infantry Division (3ID), Fort Stewart, GA, and Hunter Army Airfield, GA.
3. Purpose. Communicate my commitment to the Open Door policy and establish expectations for communicating with my office.
4. Policy. Subordinate commands will establish systems to enable Soldiers and DA Civilians to communicate their concerns and resolve problems at the lowest level. If a Soldier or DA Civilian is unable to resolve a problem, they are welcome to bring the matter to my attention in accordance with this policy. This policy is intended to allow Soldiers to present facts, concerns, and problems of a personal or professional nature that the Soldier and chain of command have been unable to resolve. Although not required, I ask Soldiers make a good faith attempt to resolve their concern through the chain of command before asking me to intervene.
5. Request process. The CG Hotline is the primary means to request this Open Door Policy. Requestors will send their concern and relevant details to: usarmy.stewart.3-id.mbx.cg-hotline@army.mil. Alternatively, individuals may request to use this Open Door Policy by contacting the Secretary of the General Staff, 3ID at (912) 435-9970.


JOHN W. LUBAS
Brigadier General, USA
Commanding

DISTRIBUTION:

1st Armored Brigade Combat Team, 3d Infantry Division
2d Armored Brigade Combat Team, 3d Infantry Division
3d Division Artillery Brigade, 3d Infantry Division
3d Sustainment Brigade, 3d Infantry Division
3d Combat Aviation Brigade, 3d Infantry Division
All tenant units and organizations on Fort Stewart and Hunter Army Airfield