



DEPARTMENT OF THE ARMY
HEADQUARTERS, 1ST CAVALRY DIVISION
BUILDING 28000, 761ST TANK BATTALION AVENUE
FORT CAVAZOS, TX 76544

AFVA-CG

2 August 2024

MEMORANDUM FOR RECORD

SUBJECT: Policy Letter, 1st Cavalry Division, Open Door Policy

1. Reference: Army Regulation 600-20, Army Command Policy, 24 July 2020.
2. Applicability: This policy applies at all times to all personnel assigned, or attached, to and/or under the operational control of the 1st Cavalry Division.

3. Policy.

a. Intent. It is imperative that 1st Cavalry Division personnel feel free to voice their problems and concerns to their chain of command.

(1) The chain of command will be an instrument for command, control and problem-solving in the 1st Cavalry Division. The chain of command is the mechanism by which this division does its daily business and by which it will fight and win in combat. Fair treatment and the right to voice concerns about unfair treatment are essential in maintaining an environment of trust that is conducive to good order and discipline.

(2) Any Trooper, Family member, DA Civilian of the 1st Cavalry Division may ask to see me and/or the Command Sergeant Major to discuss any concerns that cannot be resolved through their chain of command or supervisor. Normally, the fastest and most effective way to resolve an issue is through their chain of command, but there are occasional issues that require my personal attention. When the chain of command is unsuccessful in addressing problems satisfactorily, my door is open.

(3) The right to use this open door policy cannot be denied at any subordinate level, nor will any person be denied the opportunity to request assistance from the chain of command, an inspector general, a staff judge advocate, an Equal Opportunity Advisor, Sexual Assault Response Coordinator, or a member of Congress.

(4) All leaders will swiftly deal with complaints and solve problems at the lowest level.

(5) All commanders down to the company/battery/troop levels will establish open door policies and post this policy in a public area.

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4. Any member of the 1st Cavalry Division who wants to meet with me may make an appointment by contacting my executive officer.

a. For Troopers and Civilian employees facing adverse action under Uniform Code of Military Justice (UCMJ) or other administrative action upon which I will be acting, I will generally not consider an open door policy meeting until all available appeal and procedural remedies have been exhausted. In some cases, the individual may be referred to another echelon of the chain of command, an appropriate member of my staff, or social agency for assistance. Referrals will be made after consultation with the 1st Cavalry Division Staff Judge Advocate.

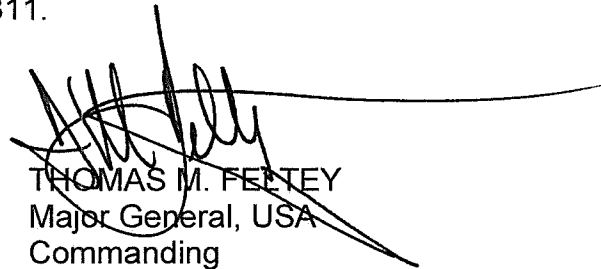
b. Some examples of situation where an individual may be referred elsewhere are: proceedings under Article 15 of the UCMJ, financial liability investigations of property loss rebuttals or appeals, referral and final action of criminal cases under the UCMJ, administrative separation actions, equal opportunity complaints, sexual assault or harassment allegation, pending administrative or criminal investigations, and non-punitive reprimands processed under Army Regulation 600-37.

c. If an individual is referred elsewhere, I will be informed of the request, the referral, and the answer provided. Once the purpose for the referral elsewhere is complete, individuals may renew their open door request.

5. Commanders will ensure widest dissemination of this policy to the lowest levels. Units will permanently post this memorandum on unit bulletin boards.

6. This policy letter supersedes any previous 1st Cavalry Division Open Door Policies and will remain in effect until superseded or rescinded.

7. The point of contact for this memorandum is the 1st Cavalry Division Commanding General's Executive Officer at 254-287-3311.



THOMAS M. FETTEY
Major General, USA
Commanding