



DEPARTMENT OF THE ARMY
HEADQUARTERS, XVIII AIRBORNE CORPS AND FORT BRAGG
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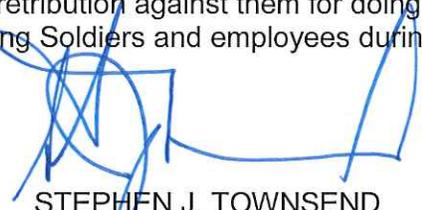
AFZA-CG

5 October 2015

MEMORANDUM FOR Soldiers and Civilians of XVIII Airborne Corps and Fort Bragg

SUBJECT: Commanding General's Policy Letter #2: Open Door Policy

1. Reference AR 600-20, Army Command Policy, 6 Nov 14.
2. Leaders are responsible for accomplishing their unit's mission and taking care of their troops, civilian employees, and Family members. A big part of taking care of Soldiers involves listening to their input, ideas, and suggestions and, when needed, helping them solve problems quickly and fairly.
3. I am available to all members of the XVIII Airborne Corps and Fort Bragg.
 - a. I am willing to listen to your ideas and complaints - I only ask that if you identify a problem or have a complaint, then also have a suggestion to fix it.
 - b. I am available to help you solve problems - professional or personal. I expect you to give your unit chain of command a chance to resolve them first. If you are still not satisfied or you are unwilling to share the problem with them for good reason, then come see me.
4. The procedure to see me on this "open door" policy is very simple.
 - a. If you see me at PT, in the field, at the range, your unit area, your office, the PX or just around the installation - simply walk up and talk to me.
 - b. You can make an appointment through the Corps CSM, your Division, Separate Brigade or Garrison Commander, my Chief of Staff, the Secretary of the General Staff, my aide or my executive assistant. I will see you as soon as possible.
 - c. You can also bring issues to my attention using the "CG's Hotline" at 6-BOSS (910-396-2677).
5. No leader in this Corps or on this Installation will prevent a Soldier or civilian from speaking to me or any other assistance agency or take any form of retribution against them for doing so. Post this memo on command information boards and brief incoming Soldiers and employees during in-processing.


STEPHEN J. TOWNSEND
Lieutenant General, US Army
Commanding