



**DEPARTMENT OF THE ARMY**  
**1st Infantry Division (Mechanized)**  
**APO, AE 09036**



**Policy No. CG-2**

**Proponent: SGS**

**Date: 06 JUN 03**

**SUBJECT: Open Door Policy**

1. My door is open to all soldiers, family members, and civilians who wish to voice complaints, seek assistance, or address personal or professional problems. However, I strongly encourage everyone to take advantage of his or her chain of command first, before coming to see me. Using the chain of command helps to ensure that problems are solved at the lowest possible level. If subordinate levels of command cannot resolve the issue, or if the issue is inappropriate to bring to a subordinate commander, then my staff will arrange an appointment.
2. Much like the tactical chain of command, there is an Area Support Group chain of command. The tactical chain of command and the ASG chain of command work together to resolve issues.
3. Soldiers assigned to the 1st Infantry Division will be given the opportunity to see me as necessary; however, because of my heavy schedule and frequent absences, soldiers who desire to see me should call my office at DSN 350-7300, for an appointment. My staff will make every effort to set the earliest possible appointment date.
4. This policy will not be used to subvert established judicial, nonjudicial, and administrative mechanisms. I will refer all requests to see me by soldiers who are the subject of judicial, nonjudicial, or adverse administrative action, or are the subject of an ongoing criminal investigation, to the Staff Judge Advocate, who will advise me on the appropriateness of the request.
5. This policy letter will be posted on the permanent section of all unit, staff agency, and directorate bulletin boards within the 1st Infantry Division.

**DUTY FIRST!**

  
JOHN R. S. BATISTE  
Major General, USA  
Commanding