



DEPARTMENT OF THE ARMY  
HEADQUARTERS UNITED STATES ARMY RESERVE COMMAND  
4710 KNOX STREET  
FORT LIBERTY, NORTH CAROLINA 28310-5010

AFRC-CG (600)

NOV 12 2024

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commanding General Policy # 24-01: Open Door Policy

1. Reference. Army Regulation (AR) 600-20, Army Command Policy, 24 July 2020.
2. Applicability. This policy applies to all Soldiers and Civilian personnel assigned to or under the operational control of the United States Army Reserve Command (USARC). This policy supersedes USARC Commanding General Open Door Policy, dated 18 August 2020.
3. Policy.
  - a. All leaders share the responsibility to care for the welfare of their people. Commanders should be actively involved in solving the problems of their subordinates at the lowest level possible. To support this process, I have an open-door policy that encourages each Soldier, Civilian, or Family member to see me when they believe the chain of command is unable to solve a problem.
  - b. This policy does not preclude members of the USARC from addressing issues through other means such as the Inspector General and/or Equal Opportunity Office.
  - c. Commanders will ensure the widest dissemination of this policy to the lowest levels. Units will permanently post this memorandum on unit bulletin boards along with their commander's open-door policy. Leaders will not discourage their subordinates from using this policy or take adverse action for them doing so.
4. Procedures.
  - a. For an appointment, contact my office at COM (910) 570-8017. When requesting an appointment, you should provide the nature of the issue, why my engagement is required, and the steps already taken to resolve the issue. Subject to my availability, I may refer a request to a member of the USARC command group to first attempt to resolve it. For example, enlisted personnel may first be referred to the USARC Command Sergeant Major to attempt to resolve their concern.
  - b. This Open Door Policy is not intended to supplement or replace the formal review processes established by law, or collective bargaining agreements. Formal review processes are available to address most problems, and they afford the individual appropriate due process. In some instances, I may be required to render a decision as part of the formal review process. The

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laws and regulations establishing these processes prohibit me, as a decision maker, from addressing these problems under the Open Door Policy until the formal process has run its course.

c. The Deputy Commanding General will review all open-door requests to ensure we do not inadvertently interfere with any formal review processes that have not fully concluded. Some examples of formal review processes that may involve me as a decision maker are proceedings under Article 15 of the Uniform Code of Military Justice (UCMJ), Financial Liability Investigations of Property Loss appeals, referral, and final action of criminal cases under the UCMJ, administrative and negotiated grievances (to include renewing allegations of civilian misconduct), administrative separation actions, contract awards, Equal Opportunity (EO) complaints, Inspector General (IG) complaints, nonpunitive reprimands under AR 600-37, and disciplinary actions. If you are involved in one of these formal review processes, you may schedule an open-door meeting with me after the conclusion of the process.

5. The point of contact for this delegation is the Office of the Staff Judge Advocate, USARC, at [USARCOSJAADLAW@army.mil](mailto:USARCOSJAADLAW@army.mil).



ROBERT D. HARTER  
Lieutenant General, U.S. Army  
Commanding

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