



DEPARTMENT OF THE ARMY
1ST INFANTRY DIVISION AND FORT RILEY
580 1ST DIVISION ROAD
FORT RILEY KANSAS 66442

AFZN-CG

9 December 2025

COMMANDER'S POLICY MEMORANDUM #1

SUBJECT: Open Door Policy

1. Reference. AR 600-20 (Army Command Policy).
2. Applicability. This policy applies to all members of Fort Riley and the First Infantry Division, including Soldiers, their Family Members, and Civilian employees.
3. Purpose. Building Warfighting Readiness and Caring for Soldiers, Civilians, and Families are my top two priorities. Accordingly, I expect all members of Fort Riley and the First Infantry Division to inform me of unresolved problems that affect discipline, morale, and mission effectiveness. Personnel may also use this policy to present facts, concerns, and problems of a personal or professional nature, as well as other unresolved issues.
4. Policy.
 - a. I am fully committed to ensuring we accomplish the mission while caring for our personnel. As such, I have an open door to receive concerns that cannot be resolved through other channels. The chain of command and supervisors are often best suited to resolve issues arising in my formations and organizations. Accordingly, Soldiers and Civilian employees will make every attempt to address issues with their leadership before requesting to see me. In turn, supervisors and the chain of command will promptly and appropriately resolve issues at their level and within their authority.
 - b. My open door does not extend to disciplinary matters or issues appropriately addressed by an existing procedure. Examples include, but are not limited to, proceedings under the Uniform Code of Military Justice, administrative investigations, administrative and negotiated grievances, equal opportunity complaints, and disciplinary actions.
 - c. Commanders will ensure widest dissemination of this policy.
5. Request Process. Requesters will send their concerns and relevant details using the enclosed form and, if applicable, Privacy Act release, to 1ID_Inquiries@army.mil.

- 2 Encls
1. Open Door Policy Request Form
 2. Privacy Act Release Form

A handwritten signature in blue ink, appearing to read "Monté L. Rone", is written over the typed name and title.

MONTE L. RONE
Major General, USA
Commanding

OPEN DOOR POLICY REQUEST FORM

Name:

Date:

Rank:

Assigned Unit:

Phone Number:

Email:

Have you attempted to resolve the issue through your chain of command? Yes No

Highest level you have attempted to resolve the issue:

Rank and Name:

Phone Number:

Email:

Unit:

If not, why:

Check if you are currently pending any of the following:

General Officer Memorandum
of Reprimand

UCMJ action

Subject of an ongoing
investigation

Administrative separation

Other adverse action:

Describe the purpose of your visit:

Does this issue pertain to yourself or someone else (spouse, family member, friend)? If someone else, has that individual signed a Privacy Act Release form? Yes No

The purpose of Major General Rone's open door policy is to ensure he is made aware of problems that affect discipline, morale, and mission effectiveness. The open door policy allows members of the 1st Infantry Division to present facts, concerns, and problems of a personal or professional nature or other issues that a Soldier has been unable to resolve. However, if you are currently the subject of UCMJ action, an administrative investigation, or other criminal or civil legal matter, Major General Rone may be unable to meet with you. In this case, consulting your legal counsel is the best course of action.

