



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT LEONARD WOOD
14000 MSCOE LOOP STE 120
FORT LEONARD WOOD, MISSOURI 65473-8929

IMLD-ZA

1 AUG 2016

MEMORANDUM FOR All U. S. Army Garrison Command Personnel

SUBJECT: Garrison Policy 01, Open Door Policy

1. Purpose. To establish the U.S. Army Garrison Open Door Policy.
2. Authority: AR 600-20 (Army Command Policy)
3. Leaders at all levels will ensure that no member of this command, Soldier or Civilian, is denied the right to address problems via the chain of command. I strongly encourage members of this command to utilize their chain of command or supervisory chain as the first means to resolve a problem. However, members will be given the opportunity to see their Commander, Deputy Garrison Commander or Command Sergeant Major should they wish to do so if they believe their chain of command or supervisory chain cannot (or will not) help them. Enlisted personnel should meet with the Garrison Command Sergeant Major and Civilian Personnel should meet with the Deputy Garrison Commander prior to requesting an open door meeting with the Garrison Commander unless there is a conflict that would make this step inappropriate.
4. This policy does not apply to actions appropriately addressed by an existing procedure, a subordinate command, or a staff principal. Examples include but are not limited to equal employment opportunity issues (EO/EEO), A-76 issues, Article 15-6 investigations, pending UCMJ and civilian investigations and disciplinary, reassignments, Inspector General Inquiries, and other civilian personnel issues to include grievances and classification issues. Questions regarding whether a particular issue is excluded by this policy should be addressed to this office.
5. For those who have followed the above guideline and still wish an appointment with the Garrison Commander, please call 563-4004. No Non-Commissioned Officer, Officer or Civilian assigned to this command shall restrict the use of this policy or initiate any adverse actions against those who use this policy.
6. This policy supersedes any previous policies and is in effect until superseded or rescinded.
7. The point of contact for this memorandum is the HQ, U.S. Army Garrison at (573) 563-4004.


TRACY L. LANIER
COL, LG
Commanding