DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON ANSBACH
OPC 454 BOX 45
APO AE 09250-9001

AMIM-ANG-ZA

10 July 2026

MEMORANDUM FOR All Personnel Assigned or Residing in the United States Army Garrison (USAG) Ansbach Military Community

SUBJECT: USAG Ansbach Command Policy Letter #1 - Open Door Policy

1. Reference AR 600-20 (Army Command Policy), 15 April 2026.

2. Enduring base operations support to Military and Civilian personnel, Retirees, and Family members, good order and discipline, morale, and mission effectiveness are my top priorities as USAG Ansbach Commander. The open-door policy allows members of this command to present facts, concerns, and problems of a personal or professional nature, or other issues the individual has been unable to resolve.

3. While I encourage everyone to resolve problems at the lowest level possible, I recognize there may be times when a community member is confronted with a problem that the individual believes must be addressed by someone outside the immediate chain of command or organization. In those instances, the Command Sergeant Major and I will be available to discuss concerns with any community member. We will strive to provide a resolution that is in the best interests of the individual, USAG Ansbach, and the United States Army.

4. Although it is not necessary to receive supervisory approval before using this open-door policy, Military and Civilian personnel will advise their chain of command or supervision of the intent to seek assistance whenever practicable. Moreover, Military and Civilian personnel are responsible for ensuring I am aware of problems that affect discipline, morale, and mission effectiveness.

5. USAG Ansbach Soldiers, Department of Army Civilians, Local National employees, Retirees or Family members seeking to use the open-door policy should contact my Executive Assistant at DSN 314-587-1505/1504 and schedule an appointment.

MICHAEL D. COOKEY
COL, AV
Commanding