



DEPARTMENT OF THE ARMY  
INSTALLATION MANAGEMENT COMMAND PACIFIC  
HEADQUARTERS, UNITED STATES ARMY GARRISON DAEGU  
UNIT #15746  
APO AP 96218-5746

16 SEP 2021

AMIM-DAG-ZA (600-63a)

MEMORANDUM FOR ALL PERSONNEL ASSIGNED TO UNITED STATES ARMY  
GARRISON (USAG) DAEGU

SUBJECT: United States Army Garrison (USAG) Daegu Policy Letter #21-03,  
Commander's Open Door Policy

1. My door is open to all Soldiers, Family members, Civilians and Korean Nationals who wish to voice complaints, seek assistance, address personal or professional issues and/or concerns. However, I strongly encourage everyone to take advantage of his or her chain of command first, prior to using my open door policy. Using the chain of command helps to ensure that issues and/or concerns are addressed or solved at the lowest possible level. If subordinate levels of the command cannot resolve the issue, or if the issue is inappropriate to bring to a subordinate leader, then my staff will arrange an appointment.
2. Service members or personnel assigned to USAG Daegu will be given the opportunity to see me as necessary. Due to my schedule and frequent travel requirements individuals who desire to see me should request an appointment through my Administrative Officer. My Staff will make every effort to set the earliest possible appointment date.
3. This policy will not be used to subvert established judicial, non-judicial and administrative mechanisms. I will refer all requests to see me by Soldiers who are the subject of judicial, non-judicial, 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.
4. This policy letter will be posted on the permanent section of all unit, staff agency, and directorate bulletin boards within USAG Daegu.
5. The proponent for this policy letter is USAG Daegu Garrison Command Group. The point of contact is Administrative Officer at DSN 763-6230.

A handwritten signature in black ink, appearing to read "B. Schoellhorn", with a long horizontal flourish extending to the right.

BRIAN P. SCHOELLHORN  
COL, AR  
Commanding