



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT GORDON
307 CHAMBERLAIN AVENUE
FORT GORDON, GEORGIA 30905-5730


IMGO-ZA

JUL 22 2020

MEMORANDUM FOR All Garrison Personnel

SUBJECT: Garrison Commander's Policy Memorandum No. 1 – Open Door

1. Frequent inquiries are made of this office by Service Members, Family Members, Civilian employees, retired personnel, government and community leaders, as well as the general public. These inquiries cover a wide range of problems and concerns, and they reflect the entire spectrum of life and work at this installation.
2. All persons who contact this office will be treated fairly and with dignity and respect. The Garrison staff will endeavor always to respond to all inquiries in a pleasant, efficient, and effective manner. All callers should feel that this office is accessible to them and that their concerns have been heard and understood even if solutions to their problems are not always available.
3. As the Garrison Commander, I have many resources that can be employed to resolve problems or disputes. Individuals should first address their problems or concerns with their chain of command, to the supervisory structure of the organization to which they are assigned, or to the head of the Garrison directorate that can best provide the help they need. Most problems and concerns can best be addressed through those means. Anyone, however, may request to see me directly, at any time. Upon such request, arrangements will be made for an appointment through the Garrison Executive Officer.
4. The proponent for this policy letter is the Garrison Headquarters' Executive Officer, 706-791-6415.


SHAW S. Pick
COL, SC
Commanding