



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON FORT HAMILTON
113 SCHUM AVENUE
BROOKLYN NEW YORK 11252

AMIM-HAG-ZA

Policy Letter# 1

14 July 2022


MEMORANDUM FOR All Members of the USAG Fort Hamilton Community

SUBJECT: Open Door Policy

1. References: Army Regulation 600-20, Army Command Policy, 24 July 2020.
2. Purpose: To provide guidance to all Garrison personnel on the Commander's Open Door Policy.
3. Applicability: The policy is applicable to all Military and Civilian personnel assigned to and/or under the operational control of the United States Army Garrison Fort Hamilton.
4. Policy: All Military and Civilian personnel can speak to the Garrison Commander to present concerns of a personal or professional nature or any other issue that the individual has been unable to resolve at a lower level.
5. Procedures:
 - a. All personnel in the Garrison Command are encouraged to use their chain of command to remedy problems and concerns before scheduling an appointment to speak to the Commander. The chain of command is the primary resource to request help and receive assistance in resolving problems. All levels of the chain of command will be fully responsive to request for help from initial identification of a problem, issue or concern through resolution.
 - b. Soldiers/Civilians who have requested assistance through their chain of command and were unable to resolve the issue may request to meet with me or a member of the command group. I am available to any Soldier/Civilian employee who cannot obtain a satisfactory answer from the staff or their chain of command.

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6. POC for scheduling an appointment with the Garrison Commander is the Executive Assistant, Dana D. Vazquez@ 718-630-4706, or via E-mail: dana.d.vazquez.civ@army.mil.


BRIAN A. JACOBS
COL, AD
Commanding