DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON FORT HAMILTON
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BROOKLYN, NEW YORK 11252-5300

AMIM-HAG-ZA | Policy Letter #1 | 11 August 2026

MEMORANDUM FOR All U.S. Army Garrison (USAG) – Fort Hamilton Personnel and Community

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

1. Reference: Army Regulation (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 Fort Hamilton 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 Deputy to the Garrison Commander (DGC), the Command Sergeant Major (CSM), 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 Fort Hamilton, 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 Fort Hamilton Soldiers, Department of Army Civilians, Retirees, or Family members seeking to use the open-door policy should contact my office at (718) 630-4706 or DSN: 232-4706 to schedule an appointment and provide the 5 "Ws": who, what, when, where, and why.

RAUL M. MEDRANO
COL, CA
Commanding