



DEPARTMENT OF THE ARMY
U.S. ARMY INSTALLATION MANAGEMENT COMMAND, PACIFIC REGION
HEADQUARTERS, UNITED STATES ARMY GARRISON, HAWAII
745 WRIGHT AVENUE, BUILDING 107, WHEELER ARMY AIRFIELD
SCHOFIELD BARRACKS, HAWAII 96857-5000

REPLY TO
ATTENTION OF:

AUG 26 2016

IMHW-ZA

MEMORANDUM FOR All Military Personnel, Department of Defense (DoD) Civilians, and Military Family Members within United States Army Garrison, Hawaii (USAG-HI) Installations

SUBJECT: Policy Memorandum USAG-HI-23, Garrison Commander's Open Door Policy

1. Reference. AR 600-20, Army Command Policy, 18 Mar 08.
2. Purpose. To provide guidance to all U.S. Army Garrison, Hawaii (USAG-HI) personnel on the Garrison Commander's Open Door Policy.
3. Applicability. This policy applies to all Soldiers, Civilians, Family Members, contractors, and other personnel who work on, reside on, or visit any U.S. Army installations, facilities, or work sites in Hawaii.
4. Policy. All DoD Civilians, Family Members and Soldiers have the opportunity to personally speak with the Garrison Commander to present facts, concerns, problems of a personal or professional nature, or other issues that the individual has been unable to resolve at a lower level. This right may not be denied at any subordinate level.
5. Procedures.
 - a. Soldiers wishing to speak to me should contact my Command Sergeant Major at commercial 808-656-9930 or DSN 456-9930 to schedule an appointment. Civilians should contact my Deputy Garrison Commander at 656-1153. If requested, the appointment will be recorded as a confidential entry on my daily calendar.
 - b. All members are encouraged to make full use of their chain of command to resolve problems because most problems can be handled effectively at the lowest possible level in the chain of command. I highly encourage this means as the first avenue of problem solving and resolution. Accordingly, all Soldiers wishing to speak with me under this policy will as a courtesy, inform their Battalion Command Sergeant Major in the case of enlisted personnel and inform their Battalion Commander in the case of officers, before making an appointment to speak with me.
 - c. This policy memorandum will be permanently posted on all official bulletin boards.

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6. This policy supersedes Policy Memorandum USAG-HI-37, SAB, dated 19 May 14, and remains in effect until rescinded or superseded in writing.
7. Proponent. The POC for this policy is the USAG-HI Directorate of Plans, Training, Mobilization and Security at 656-0165.



STEPHEN E. DAWSON
COL, SC
Commanding

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