



**DEPARTMENT OF THE ARMY**  
**US ARMY INSTALLATION MANAGEMENT COMMAND**  
**HEADQUARTERS, UNITED STATES ARMY GARRISON**  
**2837 BOYD AVENUE**  
**FORT HUACHUCA, ARIZONA 85613-7001**

IMHU-ZA

7 OCT 2020

**MEMORANDUM FOR Fort Huachuca United States Army Garrison**

**SUBJECT: POLICY 20-28, Open Door**

**1. POLICY.** I am committed to addressing concerns of all members of my command that are unable to be resolved through other channels. Accordingly, all personnel assigned or attached to the United States Army Garrison (USAG) at Fort Huachuca may request to meet with or talk to me, as well as the USAG Command Sergeant Major, without prior consultation with their chain of command. While my preference is that chains of command first be provided every reasonable opportunity to resolve problems, issues, or grievances at the lowest level possible, I am willing to listen to and discuss concerns with any member of this command.

**2. PROCEDURE.** All requests pursuant to this policy should be addressed to the Deputy Garrison Commander. Enlisted personnel will first attempt to resolve his/her concerns with the Garrison Command Sergeant Major. Requests should describe the nature of the issue and the steps already taken to resolve the issue. Requests will be individually reviewed and granted at my discretion. Appointments may be scheduled through my Executive Assistant at 533-1562.

**3.** This policy is not intended to supplement or replace the formal review processes established by law, regulation, or collective bargaining agreements. Formal processes are available means to address problems and afford the individual appropriate due process. Examples include, but are not limited to, Equal Opportunity/Equal Employment Opportunity issues, Army Regulation 15-6 investigations, Inspector General Inquiries, civilian personal actions and grievances, or matters being processed in separate, specific administrative or disciplinary channels designed to resolve the matter (e.g., court-martial, administrative separation, etc.). In such instances, I may be required to render a decision as part of a formal review process. Therefore, it is improper for me, as a decision maker, to address problems until the formal process has run its course. Accordingly, the use of this Open Door Policy does not apply to disciplinary matters or issues appropriately addressed by an existing procedure or process. If, after conclusion of any formal process, one still desires an open door with me, such requests may be granted at my sole discretion and scheduled in accordance with paragraph 2 above.

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4. This memorandum supersedes USAG, POLICY 18-001, Open Door Policy.

  
JARROD MORELAND  
Colonel, MI  
Commanding

Distribution: E