



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY GARRISON
BLDG. 237, B AVE, P.O. Box 105021
FORT IRWIN, CA 92310-5000

AMIM-NTG-ZA

22 June 2023

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: U.S. Army Garrison Fort Irwin Policy #13 Garrison Commander's Open Door Policy

1. PURPOSE: To define and establish the United States Army Garrison (USAG) Fort Irwin Commander's Open Door Policy.
2. APPLICABILITY: This policy letter applies to all USAG Fort Irwin Soldiers, DA Civilians, and Family members.
3. EFFECTIVE DATE: This policy letter remains in effect until superseded or rescinded.
4. POLICY: Members of USAG Fort Irwin (Soldiers, DA Civilians, and Dependents) seeking assistance are encouraged to use their chain of command (military or civilian) and NCO support channel to resolve their problem at the lowest level possible. However, this recommendation to use the chain of command will not be interpreted as a restriction against seeing the Garrison Commander, the Command Sergeant Major, or the Deputy to the Garrison Commander. Reprisal against those seeking to utilize the open door policy will not be tolerated.
 - a. The Command Team fully supports the chain of command and will use it to resolve most problems before elevated to the Garrison Commander. For this reason, consider seeing your immediate chain of command first.
 - b. On the rare occasion when the chain of command is perceived as part of the problem or when an immediate supervisor cannot resolve the matter, the issue must be first directed to the Command Sergeant Major or the Deputy to the Garrison Commander.
 - c. It is not necessary to receive approval from the chain of command before seeing the Garrison Command Team on open door matters. Soldiers will advise their chain of command and Civilians will notify their supervisory chain of their intent to seek Garrison Command Team assistance.
 - d. The Garrison Commander, the Command Sergeant Major, and the Deputy to the Garrison Commander will make themselves available to discuss professional or personal concerns with any Soldier, Civilian, or their dependents assigned to USAG

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Fort Irwin. My intent is to provide every means possible within this command for people to resolve their problems.

e. Please post a copy of this policy on each unit/department bulletin board.

5. Point of contact: USAG Fort Irwin Soldiers, DA Civilians, or dependents desiring to see the Commander, the Command Sergeant Major, or the Deputy to the Garrison Commander on an open door policy, should contact my Executive Officer (XO) at 760-380-6872 and schedule an appointment.



LANE A. BOMAR
COL, AR
Commanding