



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON ITALY
OPC 427, BOX 42
APO AE 09630

AMIM-ITG-ZA

09 July 2025

MEMORANDUM FOR All Garrison Personnel

SUBJECT: U.S. Army Garrison (USAG) Italy, Garrison Commander's Open Door Policy

1. Purpose: To define and establish the USAG Italy Commanders' Open Door Policy.
2. Applicability: This policy letter applies to all Servicemembers, DA Civilians, Local National employees, and Family members assigned to USAG Italy.
3. Effective date: This policy letter remains in effect until superseded or rescinded.
4. Policy:
 - a. I fully support the chain of command and will use it to resolve most issues brought to me.
 - b. Members of USAG Italy (Servicemembers, DA Civilians, Local National employees and Family members) seeking assistance are encouraged to use their chain of command/supervision (military or civilian) and NCO support channels to resolve their problems 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 (GC), the Command Sergeant Major (CSM or the Deputy to the Garrison Commander (DGC).
 - c. On the 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.
 - d. It is not necessary to receive approval from the chain of command before seeing the GC on open door matters, but, to the greatest extent possible, Servicemembers will advise their chain of command, and Civilians will notify their supervisory chain, of their intent to seek GC assistance.
 - e. The GC, the CSM and the DGC are available to discuss professional or personal concerns with any Servicemember, DA Civilian, Host Nation employee or Family member assigned to USAG Italy. The intent is to provide every means within this command for people to resolve their concerns.
5. Servicemembers, DA Civilians, Local National employees or Family members

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assigned to USAG Italy desiring to see the GC, the CSM or the DGC utilizing the open-door policy, should contact the garrison Executive Officer at DSN 314-646-5703 to schedule an appointment.

VAUGHN D. STRONG JR.
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Commanding