



DEPARTMENT OF THE ARMY
JOINT BASE MYER – HENDERSON HALL
204 LEE AVENUE
FORT MYER, VA 22211-1199

AMIM-MHG-ZA

23 June 2023

MEMORANDUM FOR All Joint Base Myer – Henderson Hall Personnel

SUBJECT: Commander's Open Door Policy

1. References. AR600-20 (Army Command Policy)
2. Purpose. To provide guidance to Joint Base Myer-Henderson Hall (JBM-HH) and U.S. Army Headquarters Brigade personnel on the Commander's Open Door Policy.
3. Applicability. These procedures are applicable to all Service Members, Civilian employees assigned to and/or under the operational control of JBM-HH and U.S. Army Headquarters Brigade.
4. It is essential that JBM-HH/U.S. Army Headquarters Brigade employees feel welcome to voice their issues and concerns to their chain of command.
 - a. Commanders and supervisors will disseminate procedures that are simple and conducive for employee and service member feedback. Our leaders can solve the vast majority of problems if they understand the concerns of the work force.
 - b. The Command Sergeant Major and I are available to discuss problems with the Soldiers, Family Members, and Civilian employees of this command. I strongly encourage you to first raise the issue with your chain of command. If, however, you feel that your chain of command is unresponsive or the matter is too sensitive to discuss at the unit level, you may make an appointment to see me, or the Command Sergeant Major, by contacting the Command Group at (703) 696-3100.
 - c. This policy is not intended to supplement or replace the formal review processes established by law or regulation. For Soldiers and Civilian employees facing Uniform Code of Military Justice (UCMJ) or other administrative action upon which I will/may be acting on, I will generally not consider an open-door policy meeting until all available appeals and procedural remedies have been exhausted. Formal review processes are available to address most problems, and they provide due process. In some instances, I may be required to render a decision or recommendation as part of a formal review process. The laws and regulations establishing these processes may prohibit me, as a decision maker, from address certain problems under the Open Door Policy until formal processes have run their course. Some examples of formal review processes involving me as a decision maker include proceedings under the UCMJ, Financial Liability investigations of Property Loss, administrative separations, and various disciplinary and

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adverse administrative actions. Even when not prohibited, I may elect not to discuss a case or action that is pending or has yet to be adjudicated before a formal review process.

d. An effective Open-Door policy is just one way to keep the Command communicating and "on-track" to accomplish our diverse and demanding mission. No one will prevent an individual assigned to or living in the JBM-HH area of operations the opportunity to request assistance from the chain of command, an inspector general, a staff judge advocate, an EO or EEO advisor, or a member of Congress.

5. Proponent: The Command Group is the proponent for this policy letter and may be reached at (703) 696-3100.



TASHA N. LOWERY

COL, AG

Commanding