



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

AMIM-MHG-ZA

04 June 2025

MEMORANDUM FOR All Joint Base Myer – Henderson Hall Personnel

SUBJECT: Commander's Open Door Policy

1. Purpose: This policy establishes the procedures and expectations for the Command Open Door Policy, in accordance with Army Regulation 600-20. It is designed to promote open communication, trust, and transparency between leadership and all personnel—military, civilian, and family members—assigned to or residing within the Joint Base Myer – Henderson Hall area of operations.

2. Policy Statement: As your Commander, I am committed to maintaining an environment where every individual feels heard, respected, and empowered to raise concerns. While the chain of command remains the primary channel for resolving issues, I recognize that some matters may require direct engagement. Therefore, my door is open to anyone who believes their concern has not been adequately addressed or is too sensitive to discuss at lower levels.

3. Procedures:

a. Individuals should first attempt to resolve issues through their immediate supervisor or chain of command. Commanders and supervisors will disseminate procedures that are simple and conducive for employee and service member feedback.

b. If unresolved or inappropriate for directorate-level resolution, personnel may request an Open Door appointment by contacting the Command Group at 703-696-3310.

c. When requesting an appointment, please provide a brief summary of the issue, steps already taken, and the reason for requesting command-level involvement.

d. Appointments will be scheduled based on availability and urgency. In some cases, concerns may be referred to appropriate staff (e.g., IG, EO/EEO, SJA) for resolution.

4. Limitations: This policy does not replace or override formal grievance, legal, or administrative procedures. Matters involving contract employees, the Uniform Code of Military Justice (UCMJ), Financial Liability Investigations of Property Loss (FLIPLs), administrative separations, or other formal actions must follow their respective established processes and procedures. In such cases, I may be legally or ethically restricted from discussing the matter until those processes are complete.

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5. Non-Retaliation: No individual will face reprisal or adverse action for using the Open Door Policy in good faith. Leaders at all levels are expected to support this policy and ensure personnel are aware of their right to access it without fear.

6. Commitment: I am dedicated to fostering a command climate where communication is open, respectful, and solutions-focused. Your voice matters, and I am here to listen.

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

KEITH P. SANDOVAL
COL, AV
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