



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON – KWAJALEIN ATOLL
UNIT 17001 BOX 1
APO AP 96555-0100


AMIM-KWG-ZA

12 October 2023

MEMORANDUM FOR All United States Army Garrison, Kwajalein Atoll (USAG-KA) Soldiers and Civilians

SUBJECT: Policy #1 - Commander's Open Door Policy

1. Reference: AR 600-20, Army Command Policy, 24 July 2020
2. The most effective means for solving problems faced by Soldiers and Civilians is open communication using the chain of command. I encourage all personnel to resolve issues at the lowest possible level. On occasion, a Soldier or Civilian may believe it is necessary to talk directly to me about those problems whose sensitivity or magnitude require it, and it is my policy to be available to discuss those matters with the person concerned. I expect all levels of leadership and management to fully support this policy. Leaders are responsible for the prompt and appropriate resolution of minor problems at the lowest level.
3. This policy may not be used to circumvent established administrative processes that are available to resolve Soldier and Civilian grievances, complaints, problems, and other similar issues. The "Commander's Hotline" at 480-1098 has been established as an alternative means of addressing issues that concern you. The Hotline is available 24 hours a day.
4. As a matter of courtesy, I encourage, but do not require, all enlisted Soldiers desiring to see me to first contact the Command Sergeant Major. Similarly, I encourage Officers and Civilians to first contact the Deputy. It is not a requirement to see me; these notifications are for courtesy and possible assistance in resolving the issue.
5. POC for this memorandum is Argelia Alvarez at 480-3252 or argelia.alvarez.civ@mail.mil.


ANDREW R. MORGAN
COL, MC (FA40C)
Commanding

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