



**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT LIBERTY  
2175 ROCK MERRITT AVENUE  
FORT LIBERTY, NC 28310-5000

AMIM-LIG-ZA (690-600)

02 June 2023

MEMORANDUM FOR All Personnel Assigned to U.S. Army Garrison – Fort Liberty

SUBJECT: Garrison Policy Letter #3, Open-Door Policy

1. Applicability. This policy applies to all Soldiers and Civilians assigned or attached to U.S. Army Garrison – Fort Liberty.
2. Background. Army Command Policy requires that commanders publish an open-door command policy statement within their commands. Soldiers and Civilians are responsible for ensuring the chain of command is made aware of problems that affect discipline, morale, and mission effectiveness. This policy also allows members of the command to present facts, concerns, and problems of a personal or professional nature, or other issues, that they have been unable to resolve.
3. Purpose. This policy establishes the timing, conduct, and specific procedures for personnel to bring appropriate issues to my attention, and to ensure that personnel are aware of this open-door policy.
4. Guidance. The best approach for solving problems is using the chain of command. I encourage personnel to resolve issues at the lowest appropriate level. Occasionally, there are issues that require my personal attention. It is my policy to be available to discuss such matters with the individual concerned.
5. Procedure. Those wishing to bring appropriate issues to my attention should contact my Executive Assistant at 910-396-4011 to schedule an appointment.
  - a. When scheduling the appointment, personnel are not required to state the subject matter of the issue they wish to discuss.
  - b. Personnel are not required to inform their supervisors about the subject matter of the issue they wish to discuss with me.

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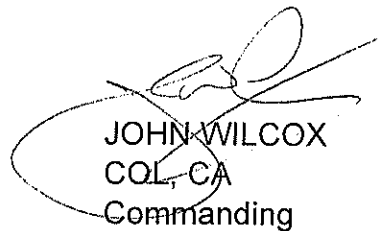
6. Publication. Directors will ensure this policy is posted in a common area of their respective directorates and that all personnel are informed of its content.

7. Reprisal. Supervisors will not withhold favorable personnel actions or impose adverse actions in response to a Soldier or Civilian utilizing this open-door policy. Supervisors who engage in such activity may face appropriate administrative or disciplinary action, to include punitive action.

8. Other Processes. This policy will not be used as a substitute for procedures established in applicable laws or regulations that govern Soldier and Civilian grievances, complaints, rights, appeals, or similar issues.

9. This policy memorandum supersedes Garrison Policy Letter #3, Open-Door Policy, dated 28 December 2020.

10. I am the point of contact for this memorandum.



JOHN WILCOX  
COL, CA  
Commanding