



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON RHEINLAND-PFALZ
OPC 422 BOX 1
APO AE 09067-9001

AMIM-RPG-ZA

11 July 2024

MEMORANDUM FOR All Personnel Assigned or Attached to United States Army Garrison Rheinland-Pfalz (USAG RP) to include subordinate units.

SUBJECT: USAG RP Command Policy Letter #1, Open Door Policy

1. Reference: AR 600-20, Army Command Policy, Army Command Policy, 24 July 2020.
2. Purpose: To notify all personnel assigned or attached to USAG RP to include subordinate units of the Commander's Open Door policy.
3. Applicability: This policy applies to all Soldiers, Civilians (US and Host Nation) and Family Members assigned or attached.
4. Policy
 - a. I fully support the chain of command and will use it to the best of my ability brought to my attention.
 - b. Members of the US Army Garrison Rheinland-Pfalz (Soldiers, Civilians, and Family Members) seeking assistance are encouraged to use their chains of command/ supervisors (military/civilian) and NCO support channels to resolve their problems at the lowest level. However, this recommendation to use the chain of command will not be enforced, if you are not comfortable with that approach for any reason, or if you are not satisfied with the information that your chain of supervision has given your concern the attention it deserves, my door stands open.
 - c. It is not necessary to receive approval from the chain of command before seeing me on open door matters, however, to the greatest extent possible, Soldiers will advise their chains of command and Civilians will notify their supervisors of their intent to seeking my assistance.
 - d. This policy does not apply to issues under disciplinary review, concern adverse personnel action, or have already been addressed through other procedures or subordinate authority. Examples include ongoing investigations, reassignment orders, inspector general inquiries, administrative separations, Military Equal Opportunity (MEO) or Equal Employment Opportunity (EEO) issues, and issues relating to grades or the discipline of Civilian employees.


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e. Schedule to see me with the Deputy to the Garrison Commander or the Garrison Command Sergeant Major via memorandum or email. Please describe the issue, why my personal attention is required, and the steps already taken to resolve the issue.

f. No one will prevent an individual assigned to or living in the USAG RP theater of operations the opportunity to request assistance from the chain of command, an inspector general, a staff judge advocate, an EO or EEO adviser, or a member of Congress.

5. The point of contact for this memorandum is the undersigned.



JEFFERY C. HIGGINS
COL, IN
Commanding