



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON STUTTGART  
UNIT 30401  
APO AE 09107-0401


IMSG-ZA

23. 12. 2019

MEMORANDUM FOR All Service Members, Civilian Employees and Family Members  
of the United States Army Garrison (USAG) Stuttgart

SUBJECT: USAG Stuttgart Command Policy Letter #1, Commander's Open Door  
Policy

1. Members of the USAG Stuttgart (Service Members, Civilians and their Family Members) seeking assistance are encouraged to use their Chain of Command (military or civilian) and Non-Commissioned Officer (NCO) Support Channel to resolve their problems at the lowest possible level. However, this recommendation to use the Chain of Command will not be interpreted as a restriction against seeing the Commander, Deputy to the Commander, or Command Sergeant Major. All personnel should feel free to approach the command team for the purpose of discussing personal problems or suggestions.
2. This policy does not apply to issues that are under disciplinary review, concern adverse personnel action, or have already been addressed through other procedures or subordinate authorities. Examples include ongoing investigations, reassignment orders, inspector general inquiries, administrative separations, and issues relating to grades or the discipline of civilian employees.
3. No one will prevent anyone assigned to or living in the U.S. Army Garrison - Stuttgart area of operations from requesting assistance from the chain of command, an inspector general, a staff judge advocate, an EO or EEO advisor, SARC or a member of Congress.
4. Point of contact for this policy is the Directorate of Human Resources at DSN 596-2406.

  
JASON W. CONDREY  
COL, IN  
Commanding