



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON STUTTGART
UNIT 30401
APO AE 09154-0401

AMIM-SGG-ZA

9 June 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.
2. All personnel should feel free to approach the command team for the purpose of discussing personal problems or suggestions during visits to your work place, training locations, or during other Garrison activities.
3. If a problem should arise during duty hours that does not require an immediate solution, an appointment can be arranged by calling my office at DSN 596-1300, CIV 09641-70-596-1300. Sometimes, a problem may be so pressing that my immediate attention is required. In this case, personnel are encouraged to contact me at my office, Building 2949 Room 214. During non-duty hours, we can always be reached through the Military Police Desk Sergeant (596-3102/3095) or the USAG Stuttgart Installation Operations Center (596-3742).
4. I fully support the chain of command and will use it to resolve most problems brought to me. For this reason, consider seeing your immediate chain of command first.
5. This letter will be permanently posted on all USAG Stuttgart unit bulletin boards.
6. Point of contact for this policy is the DHR at DSN 596-2406.


MATTHEW T. ZIGLAR
COL, CA
Commanding