



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, U.S. ARMY GARRISON ALASKA
1046 MARKS ROAD #6000
FORT WAINWRIGHT, ALASKA 99703-6000


AMIM-AKG-ZA

AUG 21 2023

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: USAG Alaska Commander's Open Door Policy (USAG Alaska Policy #1)

1. Reference AR 600-20, Army Command Policy, 24 July 2020.
2. The most effective means for solving challenges faced by Soldiers and employees is open communication using the chain of command. I encourage all personnel to resolve issues at the lowest possible level. I recognize, however, a Soldier or employee may believe it necessary to speak directly to me about issues, that, because of sensitivity or magnitude, cannot be solved through the chain of command. I am available to discuss those matters directly with the person concerned.
3. I expect leaders and supervisors to inform personnel of this policy and to fully support it. Leaders and supervisors are responsible for the prompt and appropriate resolution of minor issues at the lowest level.
4. This policy may not be used to circumvent established administrative processes that are available to resolve employee and Soldier grievances, complaints, and other similar issues.
5. As a matter of courtesy, I encourage, but do not require, all enlisted Soldiers desiring to see me to first contact my Command Sergeant Major. Similarly, I encourage officers and Civilians to first contact the Deputy to the Garrison Commander. These notifications are for courtesy and possible assistance in resolving the issue; it is not a prerequisite to see me.
6. If any person wishes to speak with me directly, they should call my Executive Assistant to schedule an appointment. I will make myself available at the earliest convenient time, consistent with operational requirements.
7. This policy supersedes USAG Alaska Policy #1, subject: USAG Alaska Commander's Open Door Policy, dated 23 July 2021.


JASON A. COLE
COL, LG
Commanding

DISTRIBUTION:
All USAG Alaska Personnel