



DEPARTMENT OF THE ARMY  
INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT LEONARD WOOD  
14000 MSCOE LOOP, SUITE 120  
FORT LEONARD WOOD, MO 65473-8929

IMLD-ZA

OCT 26 2020

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Garrison Policy 01, Open Door Policy

1. Purpose: To establish the U.S. Army Garrison Open Door Policy.
2. Authority: Army Regulation (AR) 600-20 (Army Command Policy), 6 November 2014
3. Reference: Fort Leonard Wood Command Policy 23 (Security for Procurement of Sensitive Information and Interacting with Contractors in the Workplace), 22 January 2016
4. Leaders at all levels will ensure that no member of this command, Soldier or Civilian, is denied the right to address problems via the chain of command. I strongly encourage members of this command to utilize their chain of command or supervisory chain as the first means to resolve a problem. However, members will be given the opportunity to see their Commander, Deputy Garrison Commander or Command Sergeant Major should they wish to do so if they believe their chain of command or supervisory chain cannot (or will not) help them.
5. Contractors may meet with the Commander, Deputy Garrison Commander or Command Sergeant Major, so long as the conversation remains in compliance with Command Policy 23, Interacting with Contractors in the Workplace. Contractors may use this policy in order to discuss the work environment, but not specific work tasks involving their contract. Enlisted personnel should meet with the Garrison Command Sergeant Major and Civilian Personnel should meet with the Deputy Garrison Commander prior to requesting an open door meeting with the Garrison Commander unless there is a conflict that would make this step inappropriate.
6. This policy does not apply to actions appropriately addressed by an existing procedure, a subordinate command, or a staff principal. Examples include but are not limited to equal employment opportunity issues (EO/EEO), A-76 issues, AR 15-6 investigations, pending UCMJ and civilian disciplinary actions, reassignments, Inspector General Inquiries, and other civilian personnel issues to include grievances and classification issues. Questions regarding whether a particular issue is excluded by this policy should be addressed to this office.

IMLD-ZA

SUBJECT: Garrison Policy 01, Open Door Policy

7. For those who have followed the above guidelines and still wish an appointment with the Garrison Commander, please call (573) 563-4004. No Non-Commissioned Officer, Officer or Civilian assigned to this command shall restrict the use of this policy or initiate any adverse actions against those who use this policy.

8. This policy supersedes any previous policies and is in effect until superseded or rescinded.

9. The point of contact for this memorandum is HQ, U.S. Army Garrison at (573) 563-4004.

A handwritten signature in black ink, appearing to read 'J. O. Paine', with a long horizontal stroke extending to the right.

JEFFREY O. PAINE  
COL, AR  
Commanding

**DISTRIBUTION:**

All Schools, Brigades, Battalions,  
Companies, Detachments, Tenant Units,  
Directorates, and Personal Staff Offices