DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON
14000 MSCOE LOOP, SUITE 120
FORT LEONARD WOOD, MISSOURI 65473-8300

AMIM-LDG-AO (600-19a)

JUL 08 2026

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Garrison Policy 1 - Open Door Policy

1. Purpose: To establish the U.S. Army Garrison Open Door Policy.

2. Authority: AR 600-20, (Army Command Policy), 15 April 2026.

3. Leaders at all levels will ensure that no member of this command, Servicemember 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 garrison commander, deputy garrison commander, or garrison 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.

4. Servicemembers 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.

5. 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.

6. For those who have followed the above guidelines and still wish for an appointment with the garrison commander, please call the headquarters office at (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.

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 This policy supersedes any previous policies and is in effect until superseded or rescinded.

8. The point of contact for this memorandum is Headquarters, U.S. Army Garrison, Fort Leonard Wood at (573) 563-4004.

ERIC S. MCCALL
COL, LG
Commanding

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