



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

IMFW-ZA

MEMORANDUM FOR SEE DISTRIBUTION

40015

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

1. Reference AR 600-20, Army Command Policy, 18 March 2008.
2. The most effective means for solving problems 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 is necessary to talk directly on those few complex problems, which because of sensitivity or magnitude, cannot be solved through the chain of command and other conventional means. It is my policy to be available to discuss those matters with the person concerned.
3. I expect leaders to inform personnel of this policy and to fully support it. Leaders are responsible for the prompt and appropriate resolution of minor problems 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, problems, 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 at 353-7665. Similarly, I encourage officers and civilian personnel to first contact my Deputy at 353-7660. 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 talk with me directly, he or she should call my secretary at 353-7660 to schedule an appointment. I will make myself available at the earliest convenient time, consistent with operational requirements for a meeting.
7. This policy supersedes Garrison Policy #1, SAB, dated 7 Apr 14.


SEAN C. WILLIAMS
COL, SF
Commanding

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