



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON WIESBADEN  
UNIT 29623  
APO AE 09005-9623

IMWB-ZA

AUG 15 2012

MEMORANDUM FOR All Members of the USAG Wiesbaden Community

SUBJECT: US Army Garrison Wiesbaden Command Policy Letter 1, Open Door Policy

1. Purpose: To define and establish the United States Army Garrison (USAG) Wiesbaden Commander's Open Door Policy.
2. Applicability: This policy applies to all military, civilian or contract personnel and Family members residing in the USAG Wiesbaden area of responsibility.
3. Policy: My door is open to all members of the command to discuss areas of concern; however, I have confidence that the individual chain of command will properly address all issues arising within USAG Wiesbaden.
  - a. On the rare occasion when the chain of command is perceived as part of the problem or when an immediate supervisor cannot resolve the matter, the issue must first be directed to the Command Sergeant Major or Deputy to the Commander.
  - b. If these individuals cannot resolve the issue, I will intercede. To schedule an appointment, please contact my office at DSN: 337-1300 / Civilian: 0611-705-1300. Soldiers who are pending judicial, non-judicial, or adverse investigation must coordinate open door requests through the Office of the Staff Judge Advocate to make an appointment relating to the pending action.
  - c. This policy supersedes all previously published guidance.
4. Point of contact for this memo is Ms. Camille Howes, Command Administrative Officer, who can be reached at DSN: 337-7766 / CIV: 0611-705-7766, or via email: [Camille.l.howes@mail.mil](mailto:Camille.l.howes@mail.mil).

DAVID H. CARSTENS  
COL, MI  
Commanding