



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON WIESBADEN
UNIT 29623
APO AE 09096-0050


IMEU-WSB-ZA

16 JUN 09

MEMORANDUM FOR SEE DISTRIBUTION

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 civilian or military personnel assigned or attached to USAG Wiesbaden and all Family members residing in the USAG Wiesbaden AOR.
3. My command is open; however, I expect and have confidence that the chain of command will properly address all issues arising within USAG Wiesbaden.
4. On the rare occasions when the chain of command is perceived as part of the problem or when an immediate supervisor cannot resolve the issue, the issue must first be directed to the indirect-reporting garrison commander, Command Sergeant Major, or Deputy to the Commander.
5. If these individuals cannot resolve the issue, I will do all that I can to do so. To schedule an appointment, contact my office at 337-1300. Every effort will be made to schedule this appointment as soon as possible. Soldiers who are pending judicial, non-judicial, or adverse investigation must coordinate through the office of the Staff Judge Advocate to make an appointment.
6. This open door policy will not be utilized as an appeal to reconsider final determinations of exceptions to policy. Command Policy Letter 9, dated 11 June 2009, provides more guidance on how to appeal final determinations.
7. This policy supersedes all previously published guidance.
8. Post this policy on military and civilian bulletin boards throughout the USAG Wiesbaden.


JEFFREY W. DILL
COL, IN
Commanding

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