



DEPARTMENT OF THE ARMY  
HEADQUARTERS, UNITED STATES ARMY GARRISON  
BLDG 237, B AVE, P.O. Box 105021  
FORT IRWIN, CA 92310-5000

IMNT-ZA

4 January 2016

MEMORANDUM FOR SEEDISTRIBUTION

SUBJECT: United States Army Garrison, Fort Irwin and the National Training Center  
Policy #13 Garrison Commander's Open Door Policy

1. Purpose: To define and establish the United States Army Garrison (USAG) Fort Irwin Commander's Open Door Policy.
2. Applicability: This policy letter applies to all USAG Fort Irwin Soldiers, DA Civilians, and Family members.
3. Effective date: This policy letter remains in effect until superseded or rescinded.
4. Policy:
  - a. Members of USAG, Fort Irwin (Soldiers, DA Civilians, and Family members) seeking assistance are encouraged to use their chain of command (military or civilian) and NCO support channel to resolve their problems at the lowest level possible. However, this recommendation to use the chain of command will not be interpreted as a restriction against seeing the Garrison Commander, the Command Sergeant Major or the Deputy Garrison Commander.
  - b. I fully support the chain of command and will use it to resolve most problems brought to me. For this reason, consider seeing your immediate chain of command first.
  - c. On occasion when the chain of command is perceived as part of the problem or when an immediate supervisor cannot resolve the matter, the issue ought to be first directed to the Command Sergeant Major or the Deputy Garrison Commander. If they are unavailable or unable to resolve the issue, I will make myself available at the first reasonable opportunity to meet with any person with concerns to discuss.
  - d. It is not necessary to receive approval from the chain of command before seeing me on open door matters, but Soldiers will advise their chain of command, and Civilians will notify their supervisory chain of their intent to seek my assistance.

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e. I will make myself, the Command Sergeant Major and the Deputy Garrison Commander available to discuss professional or personal concerns with any soldier, Civilian or their Family Members assigned to USAG, Fort Irwin. My intent is to provide every means possible within this command for people to resolve their problems .

5. Community Issues: Though this policy primarily refers to members of the USAG, Fort Irwin command, I will also apply open door access to me for other members of the community but assigned to other units, as long as it related to matters of concern which fall within the purview of Garrison or community responsibilities. Members of the community should not use this access to take issues which ought to be resolved within their own chains of command. However, in many cases, members of the greater Fort Irwin community may wish to discuss matters of quality of life, services, health or safety in the cantonment area, which clearly fall under the Garrison domain. In these cases, I encourage use of the ICE comment system to which I pay very close attention; however, in some cases, members of the community may wish to meet with me vice using the other more common feedback mechanisms. I will support those meetings at my first opportunity to achieve a reasonable solution. In these cases, because of the nature of the work environment, it may require rescheduling to a time suitable to both parties and I do expect the person seeking the appointment to leave their name, contact information and a brief description of the issue to be discussed with my executive assistant or executive officer so that I may work to meet at the first available opportunity.

6. This policy does not apply to disciplinary issues or issues appropriately addressed by an existing procedure, a subordinate command, or a staff principle. Examples include, but are not limited to: Equal Employment Opportunity issues, reassignments, Inspector General inquiries, and Civilian grading issues and grievances.

7. Point of contact: USAG Fort Irwin Soldiers, DA Civilians or Family members desiring to see me, the Command Sergeant Major and the Deputy to the Garrison Commander on an open door policy, should contact my Executive Officer (XO) at 760-380-6872 and schedule an appointment.



G. SCOTT TAYLOR  
COL, AR  
Commanding