



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON DAEGU
UNIT #15746
APO AP 96218-5746

IMDA-ZA

2015 .12. 30

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: US Army Garrison (USAG) Daegu Policy Letter #2, Commander's Open Door Policy

1. My door is open to all Soldiers, Family members, Civilians and Korean National who wish to voice complaints, seek assistance, address personal or professional problems. However, I strongly encourage everyone to take advantage of his or her chain of command first, before coming to see me. Using the chain of command helps to ensure that problems are solved at the lowest possible level. If subordinate levels of command cannot resolve the issue, or if the issue is inappropriate to bring to a subordinate Commander, Director, Manager or Supervisor, then my staff will arrange an appointment.
2. Service members or personnel assigned to USAG Daegu will be given the opportunity to see me as necessary. Because of my schedule and frequent travel requirements individuals who desire to see me will schedule an appointment with my Executive Officer. My Staff will make every effort to set the earliest possible appointment date.
3. This policy will not be used to subvert established judicial, non-judicial and administrative mechanisms. I will refer all requests to see me by Soldiers who are the subject of judicial, non-judicial, adverse administrative action, or are the subject of an ongoing criminal investigation, to the Staff Judge Advocate, who will advise me on the appropriateness of the request.
4. This policy letter will be posted on the permanent section of all unit, staff agency, and directorate bulletin boards within USAG Daegu.
5. The point of contact is the Deputy to the Garrison Commander or the Administrative Officer at DSN 768-8778.


K TED STEPHENS
COL, AR
Commanding

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