



**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON HUMPHREYS  
UNIT #15228  
APO AP 96271-5528

**FEB 16 2016**

IMHM-EO

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy #11, Open Door Policy

1. Reference: AR 600-20 (Army Command Policy), 6 November 2014.
2. The chain of command is crucial in maintaining effective communication within units. Most problems can be resolved through the use of the chain of command. Therefore, all Camp Humphreys personnel, military and civilian personnel, are encouraged to use their chain of command for problem resolution.
3. When issues arise that you feel your chain of command has not addressed effectively, you may discuss your concerns with the Garrison Commander. All enlisted personnel will first contact the installation Command Sergeant Major (CSM) to schedule an appointment with the commander. Officers and civilians will contact the USAG Humphreys Deputy to the Garrison Commander (DGC) to schedule an appointment.
4. If you are uncomfortable scheduling an appointment through the installation CSM or the DGC, you may make an appointment directly with the Garrison Commander. However, anyone who is the subject of judicial, non-judicial, adverse administrative actions or the subject in an ongoing criminal investigations must coordinate through the USAG Humphreys Legal Center to make an appointment with the Garrison Commander.
5. Point of contact is the USAG Humphreys EO Advisor, DSN 753-6527.

  
JOSEPH C. HOLLAND  
Colonel, AR  
Commanding

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USAG Humphreys Website