



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, U.S. ARMY GARRISON  
18436 4TH STREET  
FORT A.P. HILL, VIRGINIA 22427-3114

REPLY TO  
ATTENTION OF

IMPH-ZA

24 July 2012

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Commander's Policy Letter #2: Open Door Policy

1. Applicability. This policy applies to all Military, Civilian, and Contract personnel assigned, attached or visiting Fort A.P. Hill.
2. Proponent. Garrison Commander.
3. Reference. N/A
4. Policy. The purpose of my open door policy is to allow all members of Fort A.P. Hill an opportunity to present facts, concerns, problems of a personal or professional nature, or other issues which a Soldier, Civilian, or Contract employee has been unable to resolve within their established Chain of Command (supervisory chain). My open door policy is not intended to circumvent the established Chain of Command, but to strengthen it. Therefore, I would ask that you first attempt to resolve any problems within your immediate Chain of Command before coming to see me.
  - a. Proper use of the Chain of Command is vital to the overall effectiveness of this Garrison. Commanders, directors, special staff chiefs and supervisors at all levels must acquaint their personnel with its existence and proper function. Effective communication between seniors and subordinates within the Chain of command is crucial to the proper functioning of units, directorates, and special staff sections. Therefore, the members of my command are also expected to use the Chain of Command (supervisory chain) when communicating issues and problems to their supervisors and commanders at all levels in the Garrison have the ability and expertise to receive, refer, or solve any issue that may arise.
  - b. I encourage all Fort A.P. Hill personnel to use the "Open Door" provided by their director or supervisor. Additionally, both the Command Sergeant Major and I are available to meet with any member of the command under this "Open Door" policy. Anyone who wishes to see me should make an appointment by calling (804) 633-8206.
  - c. Directors and office chiefs/supervisors will ensure that this policy is disseminated to all subordinates and will include it in their orientation for newly assigned personnel.

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5. POC for this policy statement is the undersigned at (804) 633-8205.



PETER E. DARGLE  
LTC, AR  
Commanding

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