



DEPARTMENT OF THE ARMY  
INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON WEST POINT  
681 HARDEE PLACE  
WEST POINT, NY 10996-1514

IMML-ZA

11 July 2016

U.S. ARMY GARRISON WEST POINT POLICY #1

SUBJECT: Garrison Commander's Open Door Policy

1. REFERENCE: AR 600-20, Army Command Policy, dated 18 March 2008.
2. PURPOSE. To provide guidance to all U.S. Army Garrison West Point (USAG WP) personnel on the Garrison Commander's Open Door Policy.
3. APPLICABILITY. This is applicable to all Civilian and military personnel assigned to USAG WP.
4. POLICY. All military and Civilian members of this organization have the opportunity to personally speak with the Garrison Commander to present facts, concerns, problems of a personal or professional nature, or other issues that the individual has been unable to resolve at a lower level. This right may not be denied at any subordinate level.
5. PROCEDURES.
  - a. Anyone wishing to speak to me should contact my executive secretary, at 938-2022 to schedule an appointment. Appointments will be recorded as a confidential entry on my daily calendar and will be scheduled Tuesday through Friday after 1500.
  - b. All members are encouraged to first make full use of the chain of command to resolve problems. Most problems are handled most effectively at the lowest possible level in the chain of command. I highly encourage this means as the first venue of problem solving and resolution.
  - c. This policy will be permanently posted on all official bulletin boards.

  
ANDREW S. HANSON  
COL, SF  
Commanding