



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON ITALY
UNIT 31401, BOX 42
APO AE 09630

IMIT-ZA

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: U.S. Army Garrison (USAG) Italy Policy Letter #1, Garrison Commander's Open Door Policy

- 1 . Purpose: To define and establish the USAG Italy Commander's Open Door Policy.
2. Applicability: This policy letter applies to all USAG Italy Soldiers, DA Civilians, Local National employees and Family members.
3. Effective date: This policy letter remains in effect until superseded or rescinded.
4. Policy:
 - a. I fully support the chain of command and will use it to resolve most problems brought to me.
 - b. Members of USAG Italy (Soldiers, DA Civilians, Local National employees and Family members) seeking assistance are encouraged to use their chain of command/supervision (military or civilian) and NCO support channel to resolve their problem 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 to the Garrison Commander.
 - c. On the rare occasion when the chain of command is perceived as part of the problem, or when an immediate supervisor cannot resolve the matter, the issue must be first directed to the Command Sergeant Major or the Deputy to the Garrison Commander.
 - d. It is not necessary to receive approval from the chain of command before seeing me on open door matters, but, to the greatest extent possible, Soldiers will advise their chain of command, and Civilians will notify their supervisory chain of their intent to seek my assistance.
 - e. I will make myself, the Command Sergeant Major and the Deputy to the Garrison Commander available to discuss professional or personal concerns with any Soldier, Civilian or their Family members assigned to USAG Italy. My intent is to provide every means possible within this command for people to resolve their problems.

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5. Point of contact: USAG Italy Soldiers, DA Civilians, Local National employees or Family members desiring to see me, the Command Sergeant Major and the Deputy to the Garrison Commander utilizing the open door policy, should contact my Executive Officer at 637-8019 and schedule an appointment.

STEVEN M. MARKS
COL, SF
Commanding

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