



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

2015 .04.10

IMVI-ZA

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: U.S. Army Garrison Vicenza Policy Memorandum #01-15, Garrison Commander's Open Door Policy

1. Purpose: To define and establish the United States Army Garrison (USAG) Vicenza Commander's Open Door Policy.
2. Applicability: This policy letter applies to all USAG Vicenza 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 Effective date: This policy letter remains in effect until superseded or rescinded.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. Members of USAG Vicenza (Soldiers, DA Civilians, Local National employees and Family members) seeking assistance are encouraged to use their chain of command (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.
 - b. I fully support the chain of command and will use it to resolve most problems brought to me. For this reason, consider seeing your immediate chain of command first.
 - 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 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,

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Civilian or their Family members assigned to USAG Vicenza. My intent is to provide every means possible within this command for people to resolve their problems.

5. Point of contact: USAG Vicenza Soldiers, DA Civilians, Local National employees or Family members desiring to see me, the Command Sergeant Major and the Deputy to the Garrison Commander on an open door policy, should contact my administrative assistant at 637-8005 and schedule an appointment.



ROBERT L. MENIST, JR.
COL, IN
Commanding

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