



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON KAISERSLAUTERN
UNIT 23152
APO AE 09227-3152

REPLY TO
ATTENTION OF

OCT 17 2011

IMEU-KAI-ZA

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Garrison Kaiserslautern (USAGK) Command Policy Letter #15 – Open Door Policy

1. This letter supersedes USAGK Command Policy Letter #15 dated 19 August 2002.
2. This policy applies to all personnel assigned or attached to the USAGK. This memorandum will be permanently posted on all official bulletin boards.
3. An essential element of leadership is maintaining two-way communication between leader and subordinate. The “OPEN DOOR” policy into the office of a commander or supervisor is encouraged at every level.
4. Problem solving is an inherent responsibility of management and command. Soldiers and employees should attempt to resolve problems and concerns by working through the chain of command. Before coming to see me on a duty related issue, Soldiers should first use their chain of command through the HHD Detachment Sergeant, the HHD Commander and the Garrison Command Sergeant Major. Civilian employees should use their chain of command through their respective Director.
5. If an individual is not willing to discuss a problem with their chain of command, there are other channels available. The Inspector General, Staff Judge Advocate, Chaplain, Civilian Personnel Officer, Equal Employment Opportunity Officer, Equal Opportunity Advisor and Army Community Services also provide means of assisting members of this command.
6. My door is open every Tuesday between 1600–1700 to anyone who feels that his or her problem has not been resolved after seeking assistance as outlined above. For an appointment with me, please contact my office at 493-4135.


LARS N. ZETTERSTROM
LTC, EN
Commanding

DISTRIBUTION A