



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
CENTRAL REGION  
2405 GUN SHED ROAD  
JOINT BASE SAN ANTONIO FORT SAM HOUSTON, TX 78234-1223

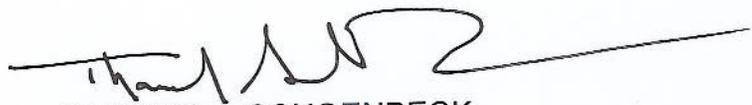
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23 April 2014

MEMORANDUM FOR ALL US ARMY INSTALLATION MANAGEMENT COMMAND,  
CENTRAL REGION PERSONNEL

Subject: Central Region Policy #1 – Open Door Policy

1. REFERENCE. AR 600-20, Army Command Policy.
2. I have an open door policy to resolve issues. Region Garrison Commanders/Managers will establish, publish, and disseminate open door policies. Leaders within the Installation Management Command, Central Region must work diligently to ensure the welfare of Soldiers, Family Members, and DA Civilians. We must demonstrate our genuine concern for the morale and welfare of our personnel and provide policies for those circumstances. The open door policy will allow members of their command to approach commanders about important issues, concerns, or problems of a personal nature.
3. Before seeking to use the Open Door Policy, I encourage use of the chain of command or established administrative processes to resolve Soldier and Employee concerns, grievances or complaints. However, the open door policy provides Region personnel an additional avenue of unfiltered communication. Leaders must ensure that all personnel within this command are aware of this policy.
4. I encourage all enlisted Soldiers requesting a meeting with me to contact my Command Sergeant Major at (210) 466-1505. Similarly, I encourage Officers and Civilian Employees to contact my Chief of Staff at (210) 466-1505. These notifications are a courtesy and could possibly resolve your concern. However, these notifications are not required prior to meeting with me.
5. Central Region personnel who have concerns that cannot be resolved by their chain of command or that they believe must be reported to me directly, may schedule an appointment with me to discuss these concerns through my Executive Assistant at (210) 466-1505/1506. I will ensure that I am available to meet at the earliest convenient time, consistent with operational requirements.

  
THOMAS J. SCHOENBECK  
Director