



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT CAMPBELL
T39 INDIANA AVENUE, SUITE 223
FORT CAMPBELL, KY 42223-3570


AMIM-CBW (1b)

17 August 2021

MEMORANDUM FOR Chiefs, Managers, Supervisors, and All Staff

SUBJECT: MWR Policy 1 – Open Door Policy

1. MWR is committed to creating a work environment of open communication in an environment of trust and mutual respect. The most effective means for solving employee problems is open communication using the chain of command.
2. Employees have the responsibility to address concerns with management. Most problems can and should be solved with your immediate supervisor. I encourage all personnel to use this highly effective tool to resolve issues at the lowest possible level. Occasionally, I understand some employees may believe it necessary to speak to me directly about those few complex problems, which because of sensitivity or magnitude, cannot be solved through the chain of command. It is my policy to be available to discuss those matters with the person concerned. I recommend that those seeking to speak to me directly provide clear communication of the problem, whom it affects, along with recommended courses of action to solve the problem.
3. This policy may not be used to circumvent established administrative processes that are available to resolve employee grievances, complaints, problems and similar issues. If you have a question or wish to discuss a possible violation, you should first discuss it with those in your management chain. If you are not comfortable with that approach for any reason, or if no action is taken, please contact the next individual in your chain of command.
4. If any person wishes to talk with me directly, they should call my Administrative Assistant at (270) 798-9953 to schedule an appointment. I will make myself available for a meeting at the earliest time, consistent with operational requirements.
5. All DFMWR program managers, supervisors, branch chiefs and division chiefs will establish this Open Door Policy as their own.


STACYE M. DOWNING
Director, Family and Morale,
Welfare and Recreation