DEPARTMENT OF THE ARMY
UNITED STATES ARMY JAPAN
UNIT 45005
APO AREA PACIFIC 96343-5005

APAJ-JA

28 August 2018

COMMAND POLICY MEMORANDUM 18-01

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SUBJECT: Commanding General's Open Door Policy

1. Reference: Army Regulation 600-20, Army Command Policy, 6 November 2014.

2. Applicability. This policy applies to all U.S. personnel attached, assigned, or under the operational control of U.S. Army Japan (USARJ). Department of the Army Civilians, Master Labor Contract employees, and Families are also welcomed to utilize this policy.

3. Policy. Soldiers are responsible for ensuring that the commander is aware of problems that affect discipline, morale, and mission effectiveness; an open door policy allows members of the command to present facts, concerns, problems of a personal or professional nature, or other issues which the individual has been unable to resolve through his/her chain of command. For this reason, as the USARJ Commanding General, I will ensure that my door always remains open to listen to and help resolve issues of concern.

a. Most problems can be rapidly solved through established military channels, so the chain of command and Inspector General will be fully utilized by all personnel. My open door policy does not replace the chain of command, nor can my open door policy be used to replace or interfere with an ongoing investigation or disciplinary process. Each of these processes has avenues of redress that should be used fully and properly. However, on occasion, issues arise that are of such a nature as to cause individuals to feel that they cannot comfortably use the chain of command.

b. It is critical to the success of our mission and to our individual well-being that problems, real or perceived, be promptly addressed. This command will not tolerate any adverse activity, real or implied, for utilizing my open door policy.

4. This memorandum supersedes Command Policy memorandum 15-03, dated 24 July 2015.

5. The point of contact for this action is Mr. Barry J. Stephens, USARJ Office of the Staff Judge Advocate, at 263-3372.

VIET X. LUONG
MG, USA
Commanding

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