



DEPARTMENT OF THE ARMY
UNITED STATES ARMY NONCOMMISSIONED OFFICER ACADEMY FORT DIX
BUILDING 5518 SEVER AVENUE
JOINT BASE MCGUIRE-DIX-LAKEHURST, NJ 08640-7226

REPLY TO
ATTENTION OF

AFRC-RTC-ND

14 May 2015

MEMORANDUM FOR NCO Academy Personnel

SUBJECT: Policy Letter 1 Commandant's Open Door Policy

1. Reference: AR 600-20, Army Command Policy, dtd 6 November 2014, para 2-2.
2. Purpose: To utilize the open door policy to resolve issues within the command before taking the problems outside of the command. All leaders share the responsibility for the discipline, morale, and welfare of the Soldiers and Students in our organization. To support this effort, my open door policy allows Soldiers and Students in our organization to see me whenever they believe the chain of command is unable to assist them.
3. Discussion:
 - a. Soldiers within the organization will attempt to resolve issues, concerns, and problems at the lowest level possible. Utilizing the chain of command is the first choice. However, before taking a concern outside of the organization, allow the entire chain of command to resolve the problem. That is the purpose of the open door policy. Additionally, leaders at all levels will understand the legal protocol for issues that must be addressed by experts such as SHARP, Equal Opportunity, Inspector General, and those other legally binding issues. Even though those issues must be addressed outside of the command, the individual has direct access to me.
 - b. Students may utilize the open door policy. The student's chain of command will attempt to assist the Soldier with his/her issue; however, may recommend using the open door policy to speak to me if the situation warrants direct access. At no time will the chain of command deny A student access to me. Additionally, the student's leadership must understand the legal protocol for issues that must be address by experts such as SHARP, Equal Opportunity, Inspector General, and other legally binding issues.
4. Point of contact is the undersigned. If you wish to contact me via email before a personal visit, send an email to kimberly.k.kemper4.mil@mail.mil. A phone call to ask for an appointment is acceptable as well at 609-562-3619. Always remember to inform your chain of command if you depart your normal area of responsibility to see me as a walk-in or for a personal appointment.

KIMBERLY K. KEMPER
CSM, USA
Commandant

