



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

AFRC-RTC-ND

23 October 2018

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 concerns 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. Utilizing the chain of command is the first choice. However, before taking a concern outside of the organization, allow the chain of command to resolve the problem. That is the purpose of the open door policy.
 - b. 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.
 - c. Students may utilize the open door policy. The student's chain of command will assist the Soldier with his/her issue. However if the concern is not resolved, Students may be recommended to use the open door policy and see the Commandant.
 - d. At no time will the chain of command deny a student access to the Commandant. 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.

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4. Point of contact is the undersigned. If you wish to contact me via email before a personal visit, send an email to angel.l.ortizguzman.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.

ANGEL L. ORTIZGUZMAN
CSM, USA
Commandant