DEPARTMENT OF THE ARMY
HEADQUARTERS, NATIONAL TRAINING CENTER AND FORT IRWIN
FORT IRWIN, CA 92310-5000

REPLY TO
ATTENTION OF

AFZJ-CG

FEB 21 2013

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: NTC Policy Letter 01, Commanders' Open Door Policy and the Commanding General's Hotline/Hotmail Program

1. PURPOSE: To inform personnel of the existing avenues available for resolving problems and establishing communication with the Commanding General.

2. APPLICABILITY: This policy letter applies to all personnel on Fort Irwin and supersedes all previous NTC policy letters with the above subject.

3. REFERENCE: AR 600-20.

4. POLICY:

a. Open Door Policy: Commanders will issue written policy statements which contain:

(1) An announcement of an "open door" policy to allow members of their command to address personal or professional issues that impact discipline, morale, or mission effectiveness.

(2) Procedures on "chain of command" assistance from appropriate staff agencies and policies for handling the problems of subordinates.

b. The CG's Hotline Program: This program provides additional avenues of assistance for personnel seeking guidance or support and also makes the Commanding General (CG) aware of their concerns.

(1) Prior to using the CG's hotline an attempt at resolution must have been made through the chain of command or the I.C.E. system for Garrison issues. The hotline is not a substitute for the chain of command or for the agencies established to assist Soldiers, their Families, and the civilian workforce. The CG's Hotline phone number is (760) 380-LINE (5463). The CG's email hotline or "hotmail" is usarmy.irwin.forscom.mbx.ntc-cg-hotmail@mail.mil.

(2) The Secretary of the General Staff (SGS) will monitor and maintain the Hotline and Hotmail accounts. The SGS will collect all relevant information about the issue, and then contact the concerned agency and/or chain of command in order to allow them to address the problem and provide additional information for the CG. The agency or command will provide a response and proposed resolution to the SGS within 72 hours. The following information will be included in the response:

(a) Whether or not the agency / command was previously aware of the caller's issue(s).

(b) Whether or not personnel involved in the issue were acting in accordance with proper regulations, policies, and procedures.

(c) The results of their efforts to rectify the complainant's issue(s) and recommended actions or policies to prevent similar issues in the future.

(3) After receiving the above information from the agency or command, the SGS will then provide a response to the complainant outlining the efforts to address their issue. The SGS will also provide all details of the original hotline issue and response to the CG for his review.

5. PROPONENT: The point of contact for this policy is the NTC SGS at 380-3611.

THEODORE MARTIN
Brigadier General, USA
Commanding

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