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

AFZJ-CG

AUG 10 2015

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: NTC Policy #2, 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This policy supersedes all previous NTC policies with the above subject, remains in effect until specifically rescinded or superseded, and applies to all personnel assigned or attached to the National Training Center.

3. REFERENCE:

a. AR 600-20, Army Command Policy, 6 November 2014.

b. AR 20-1, Inspector General Activities and Procedures (RAR 001, 07/03/2012), 29 November 2010.

4. POLICY:

a. Commanding General Open Door Policy:

(1) All military and Civilian members of NTC and Fort Irwin may utilize the Open Door Policy to speak with the NTC and Fort Irwin Commanding General (CG). Appointments to speak with the CG may be scheduled through the Secretary to the General Staff (SGS) at 760-380-3611.

(2) The expectation is that problems will be handled at the lowest level within the chain of command, but this does not preclude anyone from speaking with the Commander. Matters that have an administrative process for resolution, such as administrative separation or union grievances, should be handled utilizing the appropriate resolution process.

(3) All Soldiers and Civilian employees may present complaints to the Inspector General IAW AR 20-1, paragraph 6-1a.

b. The CG's Hotline Program: This program provides additional avenues of assistance for personnel seeking guidance or support and also makes the 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.list.ntc-cg-hotmail-mbx-owners@mail.mil.

(2) The 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.

c. Subordinate Commander Open Door Policy: Commanders will issue written policy statements IAW AR 600-20, paragraph 2-2 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.

(3) Notice that all Soldiers and Civilian employees may present complaints to the Inspector General IAW AR 20-1, paragraph 6-1a.

5. PROPONENT: The point of contact for this policy is the NTC SGS at 760-380-3611.

JOSEPH M. MARTIN
Major General, USA
Commanding

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