



Texas Army National Guard

DIRECTIVE

NUMBER 1000.01
AUG 23 2017
NGTX-AZ

SUBJECT: Open Door Policy

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

1. PURPOSE. To provide guidance to all Texas Army National Guard (TXARNG) Soldiers and civilians on TXARNG Commander's open door policy.
2. APPLICABILITY AND SCOPE. This issuance applies to all TXARNG Soldiers and civilians.
3. POLICY.
 - a. TXARNG members should first attempt to use their chain of command and noncommissioned officer (NCO) support channel, as appropriate, for resolving problems. The officers in the chain of command and NCOs in the NCO support channel are fully qualified to address most, if not all, problems that may arise.
 - b. Civilian employees should also initially seek advice and assistance from their immediate supervisors. Supervisors should resolve problems raised by their civilian subordinates or elevate them through the supervisor chain.
 - c. This open door policy is not intended to provide a means of prematurely presenting any adverse actions. Specific channels and procedures exist for investigating complaints and forwarding those investigations to the me for an impartial review and decision. Such matters include EO/EEO complaints, evaluation appeals, elimination actions, financial liability investigations or property loss, or pending action under the Texas Code of Military Justice.
 - d. If Soldiers or civilian employees are unable to obtain assistance in resolving a problem or question after petitioning their supervisors and successive supervisors, they

may contact my office staff at (512) 782-5007 to schedule an appointment and provide a brief summary of the topic to be discussed. I am committed to addressing complaints and problems.

4. RELEASABILITY. Unlimited.

5. EFFECTIVE DATE. This directive will expire two years from the effective date of publication unless sooner rescinded or superseded.

6. POINT OF CONTACT. Office of the Commanding General at 512-782-5007 or DSN 954-5007



TRACY R. NORRIS
Brigadier General, TXARNG
Commanding

DISTRIBUTION:

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