



**DEPARTMENT OF THE ARMY**  
HEADQUARTERS UNITED STATES ARMY MANEUVER CENTER OF EXCELLENCE  
HENRY CARO NONCOMMISSIONED OFFICER ACADEMY  
FORT BENNING, GEORGIA 31905-5000

ATZB-NC

13 MAR 2020

MEMORANDUM FOR All personnel, Henry Caro Noncommissioned Officer Academy

SUBJECT: Henry Caro Noncommissioned Officer Academy's Open Door Policy

1. Reference AR 600-20, Army Command Policy, 6 November 2014.
2. Purpose: To provide guidance to all Henry Caro NCOA personnel on the Commandant's Open Door Policy.
3. Applicability: This policy is applicable to all military personnel, DA Civilians, and their families assigned to or associated with the Henry Caro NCOA.
4. Policy:
  - a. Soldiers are responsible to ensure branch chiefs are aware of problems that affect discipline, morale, and mission effectiveness. An open door policy allows members of the command, to include DA Civilians and Family members, to present personally to me any facts, concerns, and problems of a personal or professional nature or other issues that the Soldier has been unable to resolve.
  - b. I am committed to addressing the concerns of all members of our command. All members are encouraged to make full use of the chain of command to resolve problems. I highly encourage that problems are brought to the branch chiefs. However, I am available to discuss any issue that requires my personal attention.
  - c. This Open Door Policy is not intended to supplement or replace the formal review processes established by law, regulation, or collective bargaining agreements. Formal review processes are available to address most problems, and they afford the individual appropriate due process. In some instances, I may be required to render a decision as part of the formal review process. The laws and regulations establishing these processes prohibit me, as a decision maker, from addressing these problems under the Open Door Policy until the formal process has run its course. Some examples of formal review processes that may involve me as a decision maker are proceedings under Article 15 of the Uniform Code of Military Justice (UCMJ), Financial Liability Investigations of Property Loss appeals, referral and final action of criminal cases under the UCMJ, administrative and negotiated grievances (to include reviewing allegations of Civilian misconduct), administrative separation actions, contract awards, EO compliants, non-punitive reprimands under AR 600-37, and disciplinary actions. If you are involved in one of these formal review processes, you or your Family Member may schedule an Open Door Meeting with me after the conclusion of the process.

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5. Procedures: Anyone wishing to speak to me under this policy should contact their branch chief to schedule an appointment. They will preview all requests to ensure we do not inadvertently interfere with any of the above-mentioned formal review processes. If requested, the appointment will be recorded as a confidential entry on my daily calendar.

6. Supersession: This policy memorandum supersedes any previous policy issued by the Henry Caro NCOA Commandant and will remain in effect until superseded or rescinded.

7. The point of contact for this memo is SFC Ronnie R. Schooley, NCOA EOL at 706-545-0227 / [ronnie.r.schooley.mil@mail.mil](mailto:ronnie.r.schooley.mil@mail.mil)

A handwritten signature in black ink, appearing to read "Joe C. Davis". The signature is fluid and cursive, with the first name "Joe" being the most prominent.

JOE C. DAVIS  
CSM, USA  
Commandant