



State of New Jersey
DEPARTMENT OF MILITARY AND VETERANS AFFAIRS
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Governor
Commander-in-Chief

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Lieutenant Governor

☆☆
LISA J. HOU, D.O.
Major General
The Adjutant General

TAG POLICY LETTER 24-01

3 February 2024

OPEN DOOR POLICY

1. References.

- a. Army Regulation 600-20 (Army Command Policy)
- b. Air Force Instruction 1-2 (Commander's Responsibility)

2. Applicability. This policy applies to all Soldiers, Airmen and Civilian employees assigned to or under the operational control of the New Jersey National Guard (NJNG) and the Department of Military and Veterans Affairs (DMAVA).

3. All New Jersey National Guard Soldiers, Airmen and Civilian employees may use this policy to communicate with the Adjutant General of the NJNG/Commissioner of DMAVA under appropriate circumstances as outlined below. This policy is not intended to replace any formal review processes established by law or regulation, and does not apply to issues appropriately addressed by an existing procedure.

4. Soldiers, Airmen and Civilian employees have the right to seek advice from Commanders and supervisors, maintaining two-way communication. My door and the door of all NJNG Commanders and DMAVA Directors are open to allow subordinates to communicate with their Chain of Command and Noncommissioned Officer (NCO) support channel. Every commander and state and federal director will have an open door policy that is consistent with this policy.

5. Problem-solving is an inherent responsibility of leaders at every level. Soldiers, Airmen, Family members, and Civilian employees should typically resolve problems and concerns by working through their Chain of Command. If an individual is not able to resolve issues with immediate supervisors. In that case, federal resources include: the State Command Sergeant Major, State Command Chief and the NCO support channel, Inspector General, Staff Judge Advocate, Chaplain, State Equal Employment Manager, Sexual Assault Response Coordinator, and Employer Support of the Guard and Reserve (ESGR). The Office of Employee Relations, Unions, and Division of Human Resources are available for state personnel. This process is not an all-inclusive list of support. However, use of the normal Chain of Command is strongly encouraged to be utilized first when appropriate.

6. If the Chain of Command and our supporting agencies cannot resolve a problem, my door is open. I ask that all personnel requesting to see me under the terms of this policy do the following:

a. Ensure you have made every attempt to resolve your issue or situation with your Chain of Command first. Our organization has competent leaders who are expected to attempt to resolve your concerns at the lowest level. Your immediate supervisor is the first place to begin. If your concerns are not resolved, then reach out to the next level supervisor, and so on.

b. If your concerns still need to be solved, you are not required to obtain anyone's permission or discuss the purpose of the visit. However, you must inform your immediate supervisor that you are scheduling an appointment to see me. Reprisal against Soldiers, Airmen, or Civilians seeking my advice or assistance will not be tolerated. To expedite the process, please make an appointment with my executive officers (Military or State as appropriate) by contacting my office at 609-530-6956.

7. While I do not encourage circumventing the supervisory chain, there are occasions to do so. There may also be occasions that do not permit conversation, such as during pending criminal or administrative actions. To protect the process and rights of those involved, I will generally not discuss matters subject to an ongoing criminal, regulatory, or negotiated procedure.

8. **Expiration.** This policy will be posted on each unit bulletin board, on all divisional bulletin boards, and on the DMAVA website under DMAVA Publications/TAG Policy Letters. This policy is effective until superseded.



LISA J. HOU, D.O.
Major General, NJARNG
The Adjutant General

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