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| ***Policy Name*** | **Grievance (Consumer)** |
| *Effective Date* | October 15, 2004 |
| *Approved by* | Linda L. Carney, President/CEO |
| *Most Recent Reviewed Date* | April 6, 2021 |

**Policy:** A grievance is an official statement of complaint about something believed to be wrong or unfair. Consumers have 30 calendar days after an incident to file a grievance.

**Procedure:**

Consumers may file a grievance if they believe they witnessed or experienced CODI staff:

1. Disregarding consumer rights
2. Treating consumer unfairly
3. Not providing services offered by the program
4. Intimidating or bullying consumer
5. Treating consumer inhumanely or without dignity
6. Allowing consumer to be put at risk by another consumer

Grievances do not include consumer-to-consumer complaints. No one will be punished for filing a grievance. CODI will continue to provide services while trying to resolve the grievance.

Consumers shall be given a copy of CODI’s Grievance and Appeal Procedure within five (5) days of admission. To assist consumers with filing a grievance, all facilities shall have readily accessible grievance forms. Staff shall assist with submitting grievance on behalf of consumer if requested.

Completed grievance forms shall be forwarded to Taran Winchester, Director of Quality Improvement (DQI), either by mail to Career Opportunity Development, 901 Atlantic Avenue, Egg Harbor City, NJ 08215 Attention Taran Winchester or by forwarding grievance form electronically to [TWinchester@njcodi.org](mailto:TWinchester@njcodi.org).

DQI shall review grievance and determine whether or not grievance meets CODI’s definition of Critical Incident Report [CIR]. If so, DQI shall document grievance as a CIR and forward to Leadership Team. If grievance does not involve a consumer with DDD services, Department Head, Manager, or designee shall investigate and document outcomes. If the grievance is a CIR or alleged human rights restriction, an investigation shall be initiated within three (3) days or less of receipt. [*See Investigation Procedure].*

If grievance is perceived as a human rights issue and consumer has services through the Division of Developmental Disabilities (DDD), grievance shall be forwarded to DDD’s Human Rights Committee [*See Human Rights Committee- DDD*].

When a grievance is received, DQI shall initiate an investigation within three days of receipt. Investigation shall be completed within ten (10) days of receipt of grievance. DQI shall notify all parties of outcome of investigation within five (5) days of completing the investigation.

If not satisfied with the decision, the consumer may appeal the decision to the President/CEO. The appeal must be in writing and received by President/CEO within five (5) business days of receipt of grievance outcome report. President/CEO will respond within five (5) business days.

DQI shall prepare a written report summarizing consumer grievances received over an annual period. This information shall be forwarded to President/CEO and Leadership Team annually.

While we strongly encourage consumers to use CODI’s grievance procedure, this process does not limit access to external resources listed below:

**In New Jersey, Call 2-1-1 for Help and Hot Lines** <http://www.nj211.org/>

Community Health Law Project (856) 858-9500

160 South Pitney Road, Galloway, NJ 08205 <http://www.chlp.org/>

Adult Protective Services (609) 645-5965 or (888) 426-9243

101 S. Shore Rd, Shoreview Building, Northfield, NJ 08225

<http://www.atlantic-county.org/intergenerational-services/adult-protective-services.asp>

Disability Rights NJ (609) 292-9742 or (800) 922-7233

210 S Broad St, 3rd Floor, Trenton, NJ 08608 <http://www.drnj.org/>

Atlantic County Mental Health Administrator (609) 645-7700 ext. 4519

Attn: Kathy Quish email: [Quish\_Kathleen@aclink.org](mailto:Quish_Kathleen@aclink.org)

101 S Shore Rd, Northfield, NJ 08225

NJ Division of Mental Health & Addiction Services (877)285-2844

Mental Health Advocacy, Hughes Justice Complex

25 Market St, Trenton, NJ 08625

<http://www.nj.gov/defender/structure/mha/> email: [njmentalhealthcares@mhanj.org](mailto:njmentalhealthcares@mhanj.org)

NJ Division of Mental Health & Addiction Services (DMHAS)

Consumer and Recovery Advocate (609) 438-4321

DMHAS Ombudsman email: [dmhas.ombudsman@dhs.nj.gov](mailto:dmhas.ombudsman@dhs.nj.gov)

<http://www.state.nj.us/humanservices/dmhas/resources/services/recovery/advocate.html>

NJ Division of Child Protection and Permanency 877-NJ-ABUSE (877) 652-2873

Child Protection Services Action Line (800) 331-3937

<http://www.state.nj.us/nj/community/family/>

NJ Division of Developmental Disabilities (DDD) (609) 476-5200

5218 Atlantic Ave, Suite 205

Mays Landing, NJ 08330

<http://www.state.nj.us/humanservices/ddd/home/>

NJ Division of Vocational Rehabilitation (609) 813-3993 or (609) 292-5987

2 S. Main St, 1st Floor, Suite 2, Pleasantville, NJ 08232

or, PO Box 398, Trenton, NJ 08625

<http://www.state.nj.us/humanservices/cbvi/services/vocation/>

Atlantic County Government/Fran Kuhn (609) 485-0153 ext. 4809

2 S. Main St, Pleasantville, NJ 08232