

PATIENT/CONSUMER COMPLAINT PROCEDURE

ANY INDIVIDUAL SERVED, APPLICANT FOR SERVICES, OR INDIVIDUAL WHO HAS RECEIVED SERVICES WITHIN THE LAST THREE MONTHS (OR HIS/HER DESIGNEE, PARENT, OR GUARDIAN) SHALL HAVE THE RIGHT TO SEEK REVIEW IN ANY OF THE FOLLOWING MANNERS:

- Contact a staff person, supervisor, or program director of the program in which you received services and discuss the problem(s) you encountered. Please be as specific as possible so that we may best address your complaint. We will make every attempt to resolve your complaint as quickly as possible.
- If you are not satisfied with the outcome of your discussion, please contact the Office of the **PATIENT/CONSUMER ADVOCATE**, Rutgers University Behavioral Health Care, Suite 1450, 151 Centennial Ave., Piscataway, NJ 08854, (732) 235 3921.
- Please provide the **PATIENT/CONSUMER ADVOCATE** (either verbally or in writing) with your name, address, telephone number, a simple statement of complaint, your desired solution, and any other relevant information. The Quality Improvement Department will issue an Initial Acknowledgement letter once a complaint is received within seven (7) working days. The **PATIENT/CONSUMER ADVOCATE** will investigate and attempt to resolve the situation within five (5) working days, escalating to senior leadership as needed. The **PATIENT/CONSUMER ADVOCATE** will inform you of the outcome in writing immediately upon completion of the investigation.
- If the complaint is not resolved to your satisfaction, you may seek review by the **President and CEO**, University Behavioral Health Care, 671 Hoes Lane W, Piscataway, NJ 08854, (732) 235-5900. The **President and CEO** will respond within five (5) working days.
- At any point within this process, you may also wish to contact any of the following:

Division of Mental Health Services Ombudsperson;
Susanne Mills
5 Commerce Way
P. O. Box 362, Hamilton, NJ 08625
(609) 438-4321

Community Health Law Project – Central NJ
225 East State St., Suite 5, Trenton, NJ 08608
Tel: (609) 392-5553
Community Health Law Project – North NJ
650 Bloomfield Ave., Bloomfield, NJ 07003
Tel: (973) 680-5599
Community Health Law Project – South NJ
Station House Office Building
900 Haddon Ave., Suite 400, Collingswood, NJ 08108
Tel: (856) 858-9545

Middlesex County Mental Health Administrator
75 Bayard St., New Brunswick, NJ 08901
(732) 745-4518
Essex County Mental Health Administrator
205 Grove Ave., Cedar Grove, NJ 07009
(973) 571-2821
Camden County Mental Health Administrator
2500 McClellan Avenue, Suite 110
Pennsauken, NJ 08109
(856) 663-3998

Adult Protective Services – Middlesex County
Middlesex County Board of Social Services
PO Box 509, New Brunswick, NJ 08903
(732) 745-3635
Adult Protective Services – Essex County
FOCUS, Hispanic Center for Human Development
441-443 Broad Street, Newark, NJ 07102
(973) 624-2528 x134
Adult Protective Services – Camden County
Camden County Board of Social Services
600 Market Street, Lower Level, Camden, NJ 08102
(856) 225-8191

New Jersey Division of Mental Health and Addiction Services
222 South Warren Street PO Box 700
Trenton, NJ 08625
(800) 382-6717

Disability Rights New Jersey
210 South Broad St., 3rd Floor
Trenton, NJ 08608
(800) 922-7233 or 1 (609) 292-9742

Division of Mental Health Advocacy;
State of New Jersey
Division of Mental Health Advocacy
Justice Hughes Complex
25 Market Street
Trenton, NJ 08625
(877) 285-2844

New Jersey Division of Child Protection & Permanency
(Child Abuse/Neglect Hotline)
PO Box 717
Trenton, NJ 08625-0717
(877) 652-2873 or 1 (877) NJ ABUSE
Division Action Line 1 (800) 331-3937

New Jersey Department of Health
Division of Health Facility Survey and Field Operations
PO Box 367
Trenton, NJ 08625-0367
Complaint Hotline 1 (800) 792-9770

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(800) 994-6610

Office of the Secretary, U.S. Dept. of Health & Human
Services
200 Independence Avenue, S.W.
Washington, DC 20201
(for complaints regarding privacy of health care information)
(866) 627-7748