

<i>Policy Name</i>	Grievance (Consumer)
<i>Revised Date</i>	May 15, 2024
<i>Approved by</i>	Linda L. Carney, President/CEO
<i>Most Recent Reviewed Date</i>	January 31, 2025

Policy: A grievance is an official statement of complaint about something believed to be wrong or unfair. Consumers have thirty (30) 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. Grievance form is available online at www.njcodi.org, readily accessible at all facilities, or consumer may request a grievance form from any CODI staff member. Staff shall assist with submitting grievance on behalf of consumer if requested.

Completed grievance forms shall be forwarded to Taran Winchester, Chief Compliance Officer (CCO), 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.

CCO shall review grievance and determine whether or not grievance meets CODI's definition of Critical/Unusual Incident Report [CIR/UIR]. If so, CCO shall document grievance as a CIR/UIR. 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/UIR 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, CCO shall initiate an investigation within three (3) days of receipt. Investigation shall be completed within ten (10) days of receipt of grievance. CCO 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.

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

At any point during the grievance process, consumers have the right to contact the 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
<https://www.atlanticcountynj.gov/government/county-departments/departments-of-human-services/division-of-intergenerational-services/adult-protective-services>

Disability Rights NJ (609) 292-9742 or (800) 922-7233
210 S Broad St, 3rd Floor, Trenton, NJ 08608 <https://disabilityrightsnj.org>

Atlantic County Mental Health Administrator(609) 645-7700 ext. 4519
Attn: Kathy Quishemail: Quish_Kathleen@aclink.org
101 S Shore Rd, Northfield, NJ 08225

NJ Division of Mental Health & Addiction Services(877)285-2844
<http://www.nj.gov/defender/services/mha/>email: 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
<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
<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/>

Ombudsman for Individuals with Intellectual or Developmental Disabilities and Their Families(609) 984-7764
Department of the Treasury, New Jersey Ombudsman, PO Box 205, Trenton, NJ 08625
<https://www.nj.gov/treasury/assets/contact/ombudsman/contact-ombudsman.shtml>

New Jersey Council on Developmental Disabilities.... (609) 292-3745 or (800) 792-8858
Mary Roebling Building, 20 West State St, 6th Floor, Trenton, NJ 08608
or, PO Box 700, Trenton, NJ 08625-0700
email: njcdd@njcdd.org

NJ Division of Vocational Rehabilitation..... (609) 813-3933 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/>