

GRIEVANCE PROCEDURE - CLIENT

Jewish Family and Children's Service strives to provide the appropriate services needed by each client, following all of the Agency's policies and procedures. If a client has a grievance for any reason relative to the services, they may contact any of the agencies listed below by calling or writing at any time or they may follow the established grievance procedure of this agency.

The client should first express their grievance to the case manager, employment specialist, Family Assistance Coordinator, job coach, social worker, therapist, vocational counselor, or Patient Partner Coordinator. At such time, the client will be given a brief written description of the grievance process. If they are not comfortable speaking to the case manager, employment specialist, Family Assistance Coordinator, job coach, social worker, therapist, vocational counselor, or Patient Partner Coordinator, the client should request in writing, a meeting with a supervisor which must be granted within one week. If the grievance is not resolved within three days after the meeting, the client may ask for and shall be given an opportunity to meet with the director of the program. This meeting will be granted within one week of the request. With the client's approval, the Program Director may seek guidance from the agency's Executive Director and two staff members. Staff members should not be in the department where the grievance was filed. If the client is not satisfied with the outcome of these meetings, the client should contact one of the offices listed below.

If, in the course of addressing a client's grievance, the Program Director and/or Executive Director identify an opportunity to improve the physical plant or operation of the agency in order to avoid similar situations and occurrences in the future, he/she will do so.

BURLINGTON COUNTY

1. Barbara Biglin
Burlington County Mental Health Administrator
Burlington County Mental Health Board
795 Woodlane Road
PO Box 6000
Westampton, New Jersey 08060
(609) 265-5545, fax (609) 265-5382
2. **Disability Rights New Jersey (DRNJ)**
210 South Broad Street, 3rd Floor
Trenton, New Jersey 08608
(800) 922-7233, (609) 292-9742

3. **New Jersey Division of Mental Health Services (DMHS) of Southern Regional Office**

Ancora Psychiatric Hospital
Evergreen Hall
301 Spring Garden Road
Ancora, New Jersey 08037
(609) 567-7352, (800) 382-6717

4. **Division of Child Protection and Permanency (CP&P)**

Child Abuse/Neglect Hotline (24 hours a day)
(877) 652-2873

Office of Advocacy

(877) 543-7864 (M-F, 8:30 am – 4:30 pm)
(609) 984-3499

Adult Protective Services

Public Awareness Information, Assistance and Outreach
(800) 792-8820
Burlington County Board of Social Services
Human Services Facility
795 Woodlane Road
Westampton, New Jersey 08060
(609) 518-4793 (9 am – 5 pm); (609) 234-8888 – after hours

5. **State of New Jersey Division of Mental Health Advocacy**

Justice Hughes Complex
25 Market Street
Trenton, New Jersey 08625
(877) 285-2844

CAMDEN COUNTY

1. John Pelican or Karen Dovow
Camden County Mental Health Administrator

Camden County Mental Health Board
CPAC/HSC
6981 North Park Drive
Suite 309-10, East Building
Pennsauken, New Jersey 08109-4212
(856) 374-6361

2. **New Jersey Division of Protection and Advocacy**

210 South Broad Street, 3rd Floor
Trenton, New Jersey 08608
(800) 922-7233 or (609) 292-9742

3. **New Jersey Division of Mental Health Services (DMHS) Southern Regional Office**

Ancora Psychiatric Hospital
Evergreen Hall
301 Spring Garden Road
Ancora, New Jersey 08037
(609) 567-7352; (800) 382-6717

4. **Division of Child Protection and Permanency (CP&P)**

Child Abuse/Neglect Hotline (24 hours a day)
(877) 652-2873

Office of Advocacy

(877) 543-7864 (M-F, 8:30 am – 4:30 pm); (609) 984-3499

5. **Adult Protective Services**

Public Awareness Information, Assistance and Outreach
(800) 792-8820
Camden County Board of Social Services
600 Market Street
Camden, New Jersey 08102
(856) 225-8178/8140 (9 am – 5 pm); (800) 786-5080 – after hours

6. **Community Health Law Project**

900 Haddon Avenue
Collingswood, New Jersey 08108
(856) 858-9500

GLOUCESTER COUNTY

1. Becky DiLiscandro

Gloucester County Mental Health Administrator

Gloucester County Mental Health Board
Budd Boulevard Complex
Route 45 & Budd Boulevard
P. O. Box 337
Woodbury, New Jersey 08096
(856) 384-6889; Fax (856) 384-0207

2. **New Jersey Division of Protection and Advocacy**

210 South Broad Street, 3rd Floor
Trenton, New Jersey 08608
(800) 922-7233, (609) 292-9742

3. **New Jersey Division of Mental Health Services (DMHS)**

Southern Regional Office

Ancora Psychiatric Hospital
Evergreen Hall
301 Spring Garden Road
Ancora, New Jersey 08037
(609) 567-7352, (800) 382-6717

4. **Division of Child Protection and Permanency (CP&P)**

Child Abuse/Neglect Hotline (24 hours a day)
(877) 652-2873

Office of Advocacy

(877) 543-7864 (M-F, 8:30 am – 4:30 pm); (609) 984-3499

5. **Adult Protective Services**

Public Awareness, Information, Assistance and Outreach Unit
(800) 792-8820
Gloucester County Board of Social Services
400 Hollydell Drive
Sewell, New Jersey 08080
(856) 582-9200; Call 911 for after hours