



Policy Name: Complaints/Grievances/Appeal Procedure
Effective Date:
Partners for Kids and Families Review Date:
Most Recent Board of Trustees Approval Date:

Partners for Kids and Families (PFKF) is committed to ensuring that our families receive quality care and services. In keeping to our belief that the family matters, you or anyone acting on behalf of your child/family has the right to file a complaint/grievance which we will make every effort to resolve promptly and fairly. We ask and encourage you to follow the procedure outlined below.

Complaint/Grievance Defined: A complaint (or grievance) is an oral or written communication protesting the conduct, service, act or failure to act by any CMO staff member, a CMO partner/provider, or any other matter in which the member feels aggrieved or dissatisfied. A complaint can be resolved by the Care Manager and his/her supervisor. When the complaint cannot be resolved to the satisfaction of the youth/family, it can progress to the next level. If needed or requested by the person filing the grievance, a Child-Family Team meeting will be convened to problem solve and come to a resolution to the grievance.

In the event there is a grievance regarding service delivery, the individual is encouraged to address the concerns directly with their assigned Care Manager. The individual may elect to contact the Care Manager Supervisor directly instead or if dissatisfied by the response by the Care Manager.

The Care Manager Supervisor has up to three (3) business days to resolve the issue and follow up regarding the outcome(s). If the individual is not satisfied with the response by the Care Manager Supervisor, they may contact the PFKF Operation Managers. There would then be a meeting among those PFKF staff to discuss the nature of the grievance and possible strategies to address the concerns. The Operation Managers Manager has up to 3 business days to reach a resolution and inform the complainant.

If the complainant still is not satisfied by the response they have received, they may contact PFKF Quality Assurance Director, Director of Operations or the Executive Director. [NOTE: At any time during the Complaint Resolution

Process, a child or family member may direct their concern to PFKF Quality Assurance Director, Director of Operation or the Executive Director.

If after speaking with the Executive Director there is still dissatisfaction with the response, the family shall be informed of the option of contacting the NJ Department of Children and Families - Children's System of Care.

A "Service Delivery Grievance form." is available on PFKF's website.

All verbal or written formal grievances handled by PFKF Quality Assurance Director, Director of Operation or the Executive Director shall be documented on SharePoint. The Quality Assurance Director will be responsible for maintaining oversight of this process and for appropriate recordkeeping.

Grievances about System Partners and/or Providers

In the event the youth/family has a grievance about a Systems Partner or Community Provider they are encouraged to communicate their concerns directly to the provider and inform their Care Manager. The Care Manager shall inquire with the family as a means of follow up to determine whether the concern or grievance was resolved between the family and provider. If the problem persists, the Care Manager shall inform the Care Manager Supervisor.

If the Care Manager supervisor is unable to adequately resolve the problem, the Operation Managers shall be informed. The Operation Managers will consult with the Community Resource Director for a final resolution. If a resolution is not made or there is a pattern of problems, recommendations to discontinue services with a provider shall be communicated to the Community Resource Director. If a Care Manager has a concern or grievance about a Systems Partner or other provider, she or he shall inform the Care Manager Supervisor and follow the above procedure.

NOTE: At any time during the Grievance Resolution Process, an individual may direct their concern to the agency's Quality Assurance Director.

In addition to the above, the following advocacy services are also available to you:

1. PerformCare; the DCF – Contract Systems Administrator at 1-877-652-7624.
2. NJ DCF - Children's System of Care – 1-877-543-7864
3. NJ DCF - Division of Child Protection & Permanency: 1-877-NJ-ABUSE
4. NJ Division on Civil Rights, 140 East Front St.: 6th Floor Trenton, NJ 08625 Tel # 1-609-292-4605

Formal Grievance Form

Date of Filing*

Name of individual filing the Grievance*

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First Name

Last Name

Phone Number*

Please check the appropriate category(ies) for the individual filling the grievance: *

- Youth
- Parent/Caregiver
- Other Family Member
- Community Provider
- Others (please describe relationship)

Please check the appropriate category representing the nature of this grievance: *

- CMO not returning phone calls
- Delay in accessing services
- Treatment decision
- Confidentiality/Privacy Issue
- Delay in Receiving Written Reports or correspondence
- Other

Detailed Description of Grievance: *

Name(s) of CMO staff who have been involved with/spoken to: *

Please Describe any steps previously taken to address the grievance: *

Please attach any relevant additional information:

Browse Files

Signature of person submitting grievance: *

Submit