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## How to File a Concern, Request or Complaint

### Our Commitment to Quality

- A.** At Bergen's Promise, we are committed to ensuring that children, youth and young adults receive the care they need, and are always seeking new ways to improve our services. We systematically monitor and evaluate the quality of clinical care and service delivery by Bergen's Promise staff and service providers. We use proven approaches to ensure the quality of services and to evaluate how we can improve. Accordingly we:
1. Identify services and/or procedures that show a need for improvement.
  2. Use de-identified data to perform service delivery studies and for providing reports to funders.
  3. Monitor the quality of care and services given by providers.
  4. Use family and provider feedback to improve our services.

### **B. Child and Family Grievance Process**

In this section, you will find information about what you can do if you have a concern about the services you have requested or are accessing through Bergen's Promise. Your youth's care will not be affected by your concern, request or complaint.

Attempts to resolve grievances should first occur informally, by discussing concerns with the involved parties. You are encouraged to present your concern(s) or complaint(s) to your Care Manager and Child and Family Team as soon as possible. If resolution is not achieved, you may present your concerns to the Care Manager's Supervisor.

#### **1. Informal Complaints and Requests**

##### **a. What if I have a concern about my Care Manager?**

If you have a concern about the quality of Care Management services, you can call Bergen's Promise at 201-712-1170 to make a complaint to the Care Manager's Supervisor, and they will work with you and your Child Family Team in reaching a resolution.

##### **b. What if I have a concern about a provider?**

You may have a complaint if you are dissatisfied by a component of the care you are receiving, such as the quality of a service, timeliness or provider performance. If you have a complaint about any service provider Bergen's Promise has authorized or about the treatment you have received, you may file an informal complaint by speaking with your Care Manager. If you are not satisfied with your Care Manager's response, please call the Care Manager's Supervisor at 201-712-1170.

If you suspect your authorized provider is engaging in fraudulent activity regarding payments or service delivery, you should let us know right away. Examples of fraud/abuse include:

- i. Giving you treatment or services that you do not need.
- ii. Agreeing to provide a service before it has been authorized by Bergen's Promise.
- iii. Asking you to sign off on participating in services or visits that have not yet occurred.
- iv. Offering you gifts or money to receive treatment or services.

- v. Physical, emotional, or sexual abuse.

**c. What if I have a request or concern about barriers that interfere with my ability to access services?**

Bergen’s Promise promotes accessibility and the removal of barriers for the youth and families we serve, as well as for other stakeholders. If you experience a barrier to services (for example, language, transportation, physical or financial barrier), you may submit a request (either informally or in writing to the Care Manager or Care Manager Supervisor) for a reasonable accommodation. While Bergen’s Promise is not automatically required to meet your request, the Care Manager and Care Manager Supervisor (in consultation with the management team) will review and respond to your request within 30 business days. Requests will be granted upon consideration of feasibility, cost, practicality and need. In the event that Bergen’s Promise is unable to grant the request for accommodation, we will make every reasonable attempt to refer you to other resources.

**2. Formal Complaints**

**a. What if I disagree with a decision by the Care Management Supervisor?**

If you have a concern about a decision made by Bergen’s Promise or a service provider authorized by Bergen’s Promise, such as a change in the type or amount of services or a denial or termination of services, you may be eligible to request further review of the situation. Bergen’s Promise staff is available to assist you in this process.

**b. Grievances must:**

- i. Be submitted in writing within 15 days of the date of the occurrence.
- ii. Contain sufficient detail to identify and clarify the basis for the grievance.
- iii. Specify the relief requested.
- iv. State whether informal grievance channels have been exhausted.

Complaints are generally resolved within 30 business days, and you will receive written notification of the complaint resolution. You should submit your formal complaint in writing to:

Bergen’s Promise  
3 University Plaza, Suite 300  
Hackensack, NJ 07601  
Attn: Director of Care Management

**c. Third Party Review**

- i. In the event you are dissatisfied with the results of any of the foregoing, please contact *THE NJ CHILDREN’S SYSTEM OF CARE* AT 1-877-652-7624.

This policy is available for review and clarification on our website at [www.bergenspromise.org](http://www.bergenspromise.org). If at any time you require another copy or need clarification of any section of this document, please ask your Care Manager and your request will be accommodated immediately.