

BERGEN'S PROMISE

How to File a Concern, Request or Complaint

STEP 1

First discuss all concerns and issues with your
Care Manager and your Child and Family Team

Can't resolve the issue with your Care Manager and Team?

STEP 2

Have a concern about your Care Manager, Access to Services or a Service Provider?
Contact the Care Manager's Supervisor
201-712-1170

Unable to resolve the issue with the Care Manager's Supervisor?

STEP 3

**Contact a Director of Care Management or the
Corporate Compliance Officer**
Bergen's Promise
3 University Plaza, Suite 300, Hackensack, NJ 07601
Phone: 201-712-1170
FAX: 201-712-0391
EMAIL: compliance@bergenspromise.org

STEP 4

You may also file a **FORMAL WRITTEN COMPLAINT**
by asking the Director of Care Management or the Corporate Compliance Officer for
a link to the Formal Complaint Form

STEP 5

Should you need further support in resolving your issue please call the
Chief Operations Officer
201-712-1170, ext. 5740

***IF AT ANY POINT YOU ARE DISSATISFIED WITH THIS PROCESS, PLEASE CONTACT
OUR CHIEF EXECUTIVE OFFICER AT 201-712-1170, OR CALL THE NJ
CHILDREN'S SYSTEM OF CARE AT 1-877-652-7624.***

COMPL. FORM REVISED OCT 2023