

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 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

Should you need further support in resolving your issue please call our
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.