



Specialized Care Coordination Services

Grievance Process

Circle of Care's Specialized Care Coordination Team is committed to providing the highest quality specialized care coordination to our families. To that end, the agency would like to provide the opportunity for our families to inform us when they have concerns related to these services.

Any child or family member who would like to grieve work performed on their behalf or a decision made by an employee of Circle of Care should:

- Attempt to resolve the concern directly with the worker involved with the situation.
- Contact (by telephone) the immediate supervisor of the employee with whom they were working.
- If the immediate supervisor's name is unknown, the person should contact the office at (973) 942-4588 to ascertain the supervisor's name.
- If the supervisor is unavailable and the concern needs immediate attention, the Senior Director of Clinical Operations should be contacted at (973) 942-4588 x148.

If an informal resolution cannot be reached through this process or the grievance requires a more formal proceeding, then the following steps should be taken:

- Address your concerns in writing to the Executive Director of Clinical Administration within fifteen (15) business days of the occurrence being grieved.
- The written document should include the following:
 - Sufficient information to identify and clarify the basis of the grievance.
 - Specify a resolution request.
 - State what informal (telephone) resolutions have been attempted.

Once the written document is received, the Executive Director of Clinical Administration will review the grievance and respond with a decision within five (5) business days. The response will include either acceptance of the proposed resolution request, offer to an alternative resolution, or state the reason for denial of resolution. The response will be done in writing to the grievant and will inform them of the right to appeal any decision made and state the name and address of the person to whom the appeal should be written.