

Circle of Care for Families and Children of Passaic County, Inc., (COC)

Youth and Family Grievance Process

When a concern or problem comes up, it's important to talk about it early. The first step is to try to work things out by having a conversation with the people involved.

Youth and families are welcome to share their concerns in writing. The Care Manager who works with the youth should be contacted first.

If the concern is not resolved at that level, it can be brought to the Care Manager's Supervisor for further support.

Grievance Requirements:

- Be received within 15 days of the date of the occurrence.
- Please include enough information to help us understand what happened
- State whether informal grievance channels have been exhausted.

Grievance Policy:

- Youth and families have the right to the assistance of an independent person and/or witnesses in presenting their grievance.
- The Care Manager Supervisor and the Assistant Director will investigate the complaint and make every effort to resolve it.
- A status update will be provided to the person submitting the grievance by the Care Manager Supervisor and the Assistant Director within approximately five business days of receiving the written grievance, even if a full response is not yet available. While we aim to resolve concerns as quickly as possible, there may be mitigating circumstances that delay a completed response. Updates will be shared sooner if available.

Appeals Procedure:

- Youth and families or the person assisting them may appeal the grievance decision reached by the Care Manager Supervisor and the Assistant Director to the Director of Clinical Operations and Care Delivery within 10 business days from the date of the decision reached by the Supervisor and the Assistant Director. A status update will be provided within approximately five business days of receiving the written appeal request, whenever possible, even if a full response is not yet available. While we aim to resolve appeals promptly, there may be circumstances that require additional time. Updates will be shared sooner if available.
- Youth and families have the right to accept the decision or to appeal the decision in writing to the Executive Director. A response to the appeal will be provided within approximately five business days of receiving the written request. The decision of the Executive Director will represent Circle of Care's final decision regarding said grievance.
- If the youth and family remain dissatisfied with the decision, the youth and family may file a complaint with the Contracted System Administrator at 877.652.7624.