



NJ 2-1-1 Partnership Grievance Policy

The NJ 2-1-1 Partnership is committed to providing the best possible conditions for our clients to utilize our services. Part of this commitment is encouraging an open atmosphere in which any problem, complaint, suggestion, or question receives consideration and a timely response from NJ 211 staff.

The NJ 2-1-1 Partnership strives to ensure fair and honest treatment of all NJ 211 clients in an atmosphere of mutual respect. NJ 211 clients are encouraged to offer constructive criticism and suggestions, and will not be penalized for voicing or submitting a complaint.

If you wish to make or file a grievance or complaint, please send a message to grievance@nj211.org, and include the following information:

- Your Name
- Phone number or email address
- Time and date of your NJ 211 call, if known
- The name of the NJ 211 agent you spoke with, if known
- A statement about what prompted this complaint or grievance (please include all relevant details that will help in following up on this issue)