

## GRIEVANCE POLICY

As a client of DRNJ, or someone requesting services from DRNJ, you have the right to file a grievance if you believe that we have wrongly denied you assistance with a disability-related matter.

DRNJ is authorized by Federal law to provide advocacy and legal services for eligible persons with disabilities in New Jersey. These services may be in the form of (1) pursuing legal, administrative and other appropriate remedies, (2) providing information about and making referrals to other programs that can help individuals with disabilities, and (3) coordinating our programs with other programs that serve people with disabilities.

Because our funding is limited, we can not handle every complaint and case that comes to us. Each year our Board of Directors approves a written statement of our goals and priorities. This statement of priorities determines the types of cases we can take under each of our programs:

- Protection and Advocacy for Persons with Developmental Disabilities (PADD)
- Protection and Advocacy for Individuals with Mental Illness (PAIMI)
- Protection and Advocacy for Individual Rights (PAIR)
- Client Assistance Program (CAP)
- Assistive Technology Advocacy Center (ATAC)
- Protection and Advocacy for Beneficiaries of Social Security (PABSS)
- Protection and Advocacy for Traumatic Brain Injury (PATBI)

Unfortunately, if your problem or concern is not covered by our priorities, or is otherwise not permitted by Federal law, we may not be able to help you. If we can not provide direct help, we will try to refer you to other agencies or persons who may be able to.

Even if your request is accepted for further assistance, we may not be able to provide the advocacy or legal representation you are seeking.

If you disagree with our decision not to accept your request for assistance or not to provide further advocacy or legal representation, you may request an appeal of this decision. The procedure for requesting an appeal is on the other side of this page.



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609.292.9742 | 609.777.0187 (FAX)  
[www.drnj.org](http://www.drnj.org)

Joseph B. Young, Executive Director

## APPEAL PROCESS

If you disagree with the decision not to accept your request for assistance or not to provide further advocacy or legal representation, you may request an appeal by calling or writing DRNJ's Appeals Coordinator at the address or telephone number listed above.

Your request for an appeal should be communicated to DRNJ within thirty (30) days of the date you are informed of our decision.

Your appeal will be considered by the Executive Director of DRNJ, or his designee. The Executive Director, or his designee, will consider the information available to DRNJ at the time the original decision was made. The Executive Director, or his designee, will issue a written decision within thirty (30) days of the receipt of the request for an appeal.

If you disagree with the decision of the Executive Director, you may request an appeal to a committee of the Board of Directors. Again, you may request an appeal by calling or writing DRNJ's Appeals Coordinator at the address or telephone number listed above. Your request for an appeal should be communicated to DRNJ within thirty (30) days of the date you are informed of the Executive Director's decision.

Your request for an appeal will be sent to the Board committee within fifteen (15) days of receipt. You should be notified of the committee's decision approximately thirty (30) days after receipt of your request.

*Advocating and advancing the human, civil and legal rights of persons with disabilities*