



Client Complaint Process

BELOW ARE THE STEPS YOU CAN TAKE IF YOU HAVE A COMPLAINT ABOUT THE CARE YOU RECEIVED AT ABH.

Step 1: Speak to the person providing the care.

Step 2: Speak to the Unit Ombudsperson who is available by calling the Unit's main phone number.

Step 3: Speak with Ted Stryker, President and CEO of ABH at 609-645-7601.

or

You can immediately call the ABH Client Complaint Hotline at 609-272-1772 where your call will be confidentially handled by the President and CEO of ABH within 24 hours.

You may contact the external agencies listed below for help with your concerns.

Community Health Law Project 856-858-9500
900 Haddon Ave.
Collingswood, NJ 08108

NJ Division of Protection & Advocacy 609-292-9742
25 Market St.
Trenton, NJ 08608
800-922-7299

**Atlantic County Mental Health
Administrator** 800-994-6610
101 South Shore Rd.
Northfield, NJ 08225
extension 4332

**Joint Commission's Office of Quality
Monitoring** 609-645-5862
or
complaint@jcaho.org

Atl. Co. Adult Protective Services 609-345-6700 x 4348
101 South Shore Rd.
Northfield, NJ 08225
888-426-9243 after hours

NJ Office of Civil Rights 609-441-3100

**NJ DYFS Action Line
Child Abuse Hotline** 800-331-DYFS
877-652-2873

**New Jersey Division Mental
Health Services** 609-567-7352

Ancora Psychiatric Hospital 800-382-6717
Evergreen Hall
301 Spring Garden Rd
Ancora, NJ 08037