

SENATE STATE GOVERNMENT, WAGERING, TOURISM &  
HISTORIC PRESERVATION COMMITTEE

STATEMENT TO

**SENATE, No. 2405**

**STATE OF NEW JERSEY**

DATED: FEBRUARY 27, 2023

The Senate State Government, Wagering, Tourism and Historic Preservation Committee reports favorably Senate Bill No. 2405.

This bill requires each State government department, agency, authority, or instrumentality thereof to make available on a prominent location on its Internet site a link to allow any member of the public to submit a complaint to the State entity. Under the bill, the complaints could be concerning that entity's performance, customer service, or similar matter of interest to the entity. The head of the State entity would periodically review the complaints received through the website, and would be required to assess in what manner appropriate actions may be taken to remedy matters that caused the complaint.