

SENATE, No. 2214

STATE OF NEW JERSEY
219th LEGISLATURE

INTRODUCED MARCH 16, 2020

Sponsored by:

Senator NILSA I. CRUZ-PEREZ

District 5 (Camden and Gloucester)

SYNOPSIS

Requires State department, agency, authority, or instrumentality thereof to provide link on its website for members of public to submit complaints.

CURRENT VERSION OF TEXT

As introduced.



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