

**Smith Center for Infectious Disease & Urban Health, PA**

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It is the policy of Smith Centers of Infectious Diseases & Urban Health, P.A. ("Smith Center") to treat all clients with fairness and professionalism and to strive for excellence in providing services to clients. Smith Centers policy provides clients and their families or legal guardians with the opportunity to express a problem or grievance related to the quality of services. If you feel you have been treated unfairly, unprofessionally or feel that your rights have been breached, the following procedure should be used.

Smith Centers grievance procedure is designed to provide a means for those applying for Smith Centers' services and clients receiving services to bring a grievance to the attention of Smith Centers and to reach a speedy resolution. Smith Centers has a strict policy prohibiting retaliation in any form against anyone who files a grievance.

A grievance is defined as any situation or condition that a client thinks is unfair, unjust or inequitable. In addition, if a client merely states they want to file a grievance, a grievance should be completed. Under this Client Grievance Procedure, you should submit a grievance in the following sequence:

- If you have a grievance, the concern can be discussed with a Smith Centers staff. If you decide to speak to a Smith Centers staff and an agreement cannot be reached, you should proceed to the next step of this grievance procedure. You can also file a grievance without any discussion and proceed to the next step. Grievance forms can be found at the following:
  1. The lobby of any Smith Centers site.
  2. You can request the form from any Smith Centers staff.
  4. Call 862-772-7822 to request a form.
  5. On our website at [www.SmithCenters.org](http://www.SmithCenters.org). Click "Grievance Form" on home page (Coming soon)
- If the matter has not been resolved to your satisfaction, you may choose to discuss your concerns with any supervisor.
- Once notified in writing, Smith Centers will initiate an investigation within two business days and provide an acknowledgment to you within 7 business days.
- Smith Centers will report the outcome of the complaint investigation to you within 14 business days after the complaint is received. If it has not been possible to gather the necessary information that would lead to a resolution by 14 days, you will be notified and given a new date, up to 30 days, by which a resolution or determination will be made.
- If for any reason you are unsatisfied with the results, you may contact Smith Centers Chief Medical Officer to further discuss the matter. The CMO will conduct a review of the matter and will respond to you in writing within 10 business days. The CMO's decision and recommendations will be final.

Sincerely,

Stephen M. Smith, M.D.  
CMO