

**ASSEMBLY, No. 2659**

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**STATE OF NEW JERSEY**

**220th LEGISLATURE**

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INTRODUCED FEBRUARY 14, 2022

**Sponsored by:**

**Assemblywoman GABRIELA M. MOSQUERA**  
**District 4 (Camden and Gloucester)**

**Co-Sponsored by:**

**Assemblyman Sauickie**

**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.



**(Sponsorship Updated As Of: 6/30/2023)**

1 AN ACT concerning the submittal of complaints from members of  
2 the public via State entity websites and supplementing chapter 14  
3 of Title 52 of the Revised Statutes.

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5 **BE IT ENACTED** *by the Senate and General Assembly of the State*  
6 *of New Jersey:*

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8 1. Each State department, agency, authority, or instrumentality  
9 thereof shall make available on a prominent location on its Internet  
10 site a link to allow any member of the public to submit a complaint  
11 to the State entity concerning that entity's performance, customer  
12 service, or similar matter of interest to the entity. The head of the  
13 State entity shall periodically review the complaints received  
14 through the website to assess in what manner appropriate actions  
15 may be taken to remedy matters that caused the complaint.

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17 2. This act shall take effect immediately.

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20 STATEMENT

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