SENATE, No. 2405

STATE OF NEW JERSEY

220th LEGISLATURE

INTRODUCED MARCH 24, 2022

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.

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

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

1. Each State department, agency, authority, or instrumentality thereof shall 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 concerning that entity's performance, customer service, or similar matter of interest to the entity. The head of the State entity shall periodically review the complaints received through the website to assess in what manner appropriate actions may be taken to remedy matters that caused the complaint.

2. This act shall take effect immediately.

STATEMENT

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.