

**ACCSES NJ Incident Report Form**

**Please email form and supporting documentation to** [**compliance@accsesnj.org**](mailto:compliance@accsesnj.org)

(see additional instructions on back)

|  |  |
| --- | --- |
| **Complainant Contact** | |
| Name |  |
| Agency |  |
| Address |  |
| City, State, Zip |  |
| Email |  |
| Phone |  |
| Fax |  |

|  |  |
| --- | --- |
| **Incident Detail**—Please give an explanation of the incident below. Attach additional pages as needed. | |
|  | |
| Submitted by (Print Name): | |
| Signature/Date |  |

|  |  |
| --- | --- |
| **For ACCSES NJ Use only** | |
| Date received: | Case Number: |
| ACCSES NJ Report on Resolution—to be Completed by ACCSES NJ Compliance Unit, signed and attached | |

**ACCSES NJ INCIDENT REPORT FORM INSTRUCTIONS**

**WHEN TO FILE AN INCIDENT REPORT**

The complainant should first make the ACCSES NJ Compliance Unit aware of the problem through a telephone call or email at 609-392-1255 x 123 or [Compliance@accsesnj.org](mailto:Compliance@accsesnj.org).

In most cases, once the problem is brought to the attention of the ACCSES NJ Compliance Unit, the situation will be quickly rectified leaving no need for the Incident Report to be filed. If after informing the ACCSES NJ Compliance Department and given reasonable time to address the issue, the problem continues or the situation is not resolved, the complainant should file the Incident Report.

NOTE: operational service requests, such as emptying waste baskets should continue to be handled through established communications channels between your agency, the performing CRP and your ACCSES NJ Account Representative. The Incident Report is not the vehicle for making service requests.

**WHY SHOULD AN INCIDENT REPORT BE FILED?**

An Incident Report should be filed when the Community Rehabilitation Program (CRP) providing a product or service under the Rehabilitation Facilities Set-Aside Act does not comply with contract requirements. Providing CRP’s are expected to deliver the ordered commodities or perform the requested services exactly as specified in the contract or purchase order. An Incident Report should be filed if the CRP fails to meet its contractual obligations.

Complaints are filed for various reasons:

• Failure to deliver the product ordered

• Late Delivery

• Incomplete Delivery (outside of backorder and split delivery situations)

• Product/service does not meet specifications

• Product is defective or substandard

• Product delivered is an unacceptable or unauthorized substitute

• The services rendered are unsatisfactory or incomplete

• CRP renders inadequate performance

• Agency does not adhere to contract specifications

**REQUIRED INFORMATION FROM THE AGENCY**

**Section 1 – Agency Contact** - Include contact name, agency/company, address, contact person (name of person filing report), telephone number, fax number, and e-mail address.

**Section 2 – Incident Details** - Provide a detailed explanation of the problem including specific dates, telephone calls, or persons contacted. Copies of supporting documentation previously forwarded to the CRP or ACCSES NJ should be attached. If photographs are included, be sure to keep a duplicate of each picture. Be sure to sign and date the report.

**ACCSES NJ INCIDENT REPORTING PROCESS**

Once an incident report is submitted to ACCSES NJ, the Compliance Unit will acknowledge receipt to the complaint within 24 hours via email or phone. The Unit will analyze all evidence and exhibits presented by the complainant and work with the CRP to remediate the incident. If a meeting or site visit is needed to work on a resolution, ACCSES NJ will schedule this as soon as possible and to the convenience of the agency. This process will remain transparent at all times to all parties.

Once a plan has been determined, the Compliance Unit will follow-up to make sure that the remediation has met the needs of the agency. Depending on the nature of the incident, the Compliance Unit may follow-up in 4-6 months to ensure continued satisfaction.

The Compliance Department will make a report to the Commodities and Services Council about the incident and resolution.