

Complaint Resolution Policy

Navicore Solutions is committed to providing you with high quality services. However, if you are not satisfied with the services received and would like to submit a complaint, you are permitted to do so with no interruption to your service. Please follow the guidelines below to ensure your concerns are addressed:

Step 1 – Initial resolution of the complaint should be with the staff member involved by providing them with specific information about your complaint. You may request to speak with the employee's supervisor, if you feel your concern requires escalation.

Step 2 – If step 1 is not possible or you still do not feel your issue has been resolved to your satisfaction, submit your complaint in writing to the main office in Manalapan or call the Compliance and Quality Manager at 800-772-4557 x80213. All correspondence should be to the attention of the Compliance and Quality Manager.

Step 3 – The Supervisor or Compliance and Quality Manager may request further information from you and may attempt to contact you either via phone or email to address your concerns. In addition, the agency may seek more information from the staff member involved. The Agency will respond within 15 days of receipt of the complaint.

Step 4 – If your issue is still unresolved, the client may appeal in writing directly to the Chief Operating Officer. Correspondence can be sent to PO Box 5012, Freehold, NJ 07728-5012. After additional fact finding, this individual will provide a concluding decision client within 15 days.