

173-14-29

Response to allegations about ombudsman performance.

- (A) Any individual or organization may make a complaint about the action or inaction of a representative.
- (B) The SLTCO shall provide each representative with standard information about the process outlined in this rule.
- (C) The office shall investigate and attempt to resolve complaints in the following order of responsibility:
- (1) Either of the following:
 - (a) Regional ombudsman program director when the complaint is about a representative affiliated with the respective regional program; or,
 - (b) Sponsoring agency director or SLTCO, as appropriate, when the complaint is about the regional program director.
 - (2) The SLTCO's quality improvement coordinator designee.
 - (3) SLTCO.
- (D) The protocol for investigation and resolution includes the following steps in the order determined to be appropriate by the ~~ombudsman responding~~ investigator who responds to the complaint:
- (1) Interview complainant to gather facts of the allegation.
 - (2) Interview witnesses if any identified by the complainant.
 - (3) Review documentation of the performance in question.
 - (4) Interview the representative who is the subject of the complaint.
 - (5) ~~Make a determination of~~ Determine any remedial action needed, including but not limited to, additional education or supervision.
 - (6) ~~Consultation~~ Consult with the sponsoring agency and/or SLTCO staff.
 - (7) ~~Documentation of~~ Document the outcome in the representative's personnel file and any training or technical assistance provided in ODIS.
 - (8) ~~Documentation of training or technical assistance provided in ODIS.~~

(8) Consider whether decertification is appropriate under rule 173-14-27 of the Administrative Code.

Effective:

Five Year Review (FYR) Dates: 11/16/2023

Certification

Date

Promulgated Under: 119.03
Statutory Authority: 121.07, 173.01, 173.02, 173.16; 42 U.S.C. 3025,
3058g; 45 C.F.R. 1321.11, 1324.11, 1324.13, 1324.15
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