

4765-10-01 **Complaint procedure.**

(A) Each EMS organization is encouraged to establish an internal procedure for handling complaints relating to the provision of EMS services by the organization, its employees, or other persons affiliated with the organization. The internal procedure should provide for the following:

- (1) A single individual designated to receive and review complaints;
- (2) If the complaint is made against an individual, adequate notice to the individual regarding the specifics of the complaint and adequate opportunity for the individual to respond;
- (3) An arbitration or dispute resolution proceeding among the affected parties within thirty days following receipt of the complaint;
- (4) Referral of all complaints relating to alleged violations of Chapter 4765. of the Revised Code or Chapters 4765-2 to ~~4765-12~~ 4765-19 of the Administrative Code directly to the division.

(B) All complaints received by the division shall be reviewed by the administrator, who shall recommend what action should be taken.

- (1) If the administrator determines that further investigation is warranted it shall proceed in accordance with this chapter.
- (2) After the investigation, if the board determines that a disciplinary action should be commenced against the holder of a certificate issued under Chapter 4765. of the Revised Code, it shall proceed in accordance with this chapter.
- (3) If the board determines that no further action on a complaint is warranted, it shall so advise all affected parties.

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CERTIFIED ELECTRONICALLY

Certification

03/13/2003

Date

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