

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: 8/1/2024

Five Year Review (FYR) Dates: 11/16/2023 and 08/01/2029

CERTIFIED ELECTRONICALLY

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Certification

05/31/2024

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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  
Rule Amplifies: 173.16; 42 U.S.C. 3058g; 45 C.F.R. 1321.11, 1324.11  
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