

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 written information about the process outlined in this rule.
- (C) The office will 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 when the complaint is about the regional program director.
 - (2) SLTCO's quality improvement coordinator.
 - (3) SLTCO.
- (D) The protocol for investigation and resolution shall include the following steps in the order determined to be appropriate by the ombudsman responding 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 any remedial action needed, including but not limited to additional education or supervision.
 - (6) Consultation with the sponsoring agency and/or SLTCO staff.
 - (7) Documentation of the outcome in the representative's personnel file.
 - (8) Documentation of training or technical assistance provided in ODIS.

Effective: 5/1/2018
Five Year Review (FYR) Dates: 05/01/2023

CERTIFIED ELECTRONICALLY

Certification

04/06/2018

Date

Promulgated Under: 119.03
Statutory Authority: 173.01, 173.02, 173.16; 42 U.S.C. 3025(a)(1)(C),
3058g(a)(5)(D); 45 C.F.R. 1321.11, 1324.11(e)(7),
1324.13(b)(1), 1324.15(b)
Rule Amplifies: 173.16, 173.18; 42 U.S.C. 3058g; 45 C.F.R. 1321.11,
1324.11(e)(7)