

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~~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 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~~includes 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:

Five Year Review (FYR) Dates: 10/4/2021

Certification

Date

Promulgated Under: 119.03
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3058g; 45 C.F.R. 1321.11, 1324.11, 1324.13, 1324.15
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