

TO BE RESCINDED

5101:2-13-20 **Complaint investigation.**

- (A) The director shall investigate and may inspect any licensed type A home upon receipt of any complaint that the home is out of compliance with the requirements of chapter 5104. of the Revised Code or Chapter 5101:2-13 of the Administrative Code.
- (1) The investigation of complaints alleging serious life, health, or safety risks shall be initiated within twenty-four hours of receipt of the report.
- (2) The investigation and appropriate action on all other complaints shall commence within five working days of the receipt of the report.
- (B) The investigation may include any number of contacts with persons such as, but not limited to:
- (1) Building inspectors, fire inspectors, sanitarians, public health officials;
- (2) Neighbors;
- (3) Parents and relatives of children in care;
- (4) County protective services staff;
- (5) Persons mentioned by the complainant;
- (6) Health agency or law enforcement personnel;
- (7) Current and past type A home employees; or
- (8) Other witnesses.
- (C) The director shall complete a disposition report for each complaint at the conclusion of the investigation. The report shall be kept on file at the department of human services.
- (D) The director shall forward to the administrator and the licensee summary letters which outline the allegations, the results of the investigation, and expectations for corrections of any confirmed or discovered violations of the requirements. Copies of the summary letters shall be kept on file at the department of human services.

- (E) The administrator or licensee may submit to the director a written response to a complaint investigation. The letter shall be kept on file at the department of human services.
- (F) The director shall immediately notify the local public children services agency upon receipt of a complaint when complaint allegations include child abuse or child neglect, and shall send to the public children services agency a summary letter which includes:
 - (1) A summary of the allegations;
 - (2) The director's plans for investigation of alleged noncompliance with requirements of Chapter 5104. of the Revised Code or Chapter 5101:2-13 of the Administrative Code; and
 - (3) A request for clarification of joint or parallel investigatory roles.
- (G) A copy of the center's licensing record, with confidential information deleted, shall be provided to any person who submits a written request to the department. The licensing record shall include, but not be limited to, complaint investigation documents. Neither the disposition report nor the summary letters required by paragraph (D) or (E) of this rule shall disclose the results of investigations of abuse or neglect conducted by the local public children services agency.

Effective:

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Certification

Date

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