



## Ohio Administrative Code

### Rule 173-14-29 Response to allegations about ombudsman performance.

Effective: August 1, 2024

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(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 designee.

(3) SLTCO.

(D) The protocol for investigation and resolution includes the following steps in the order determined to be appropriate by the 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) Determine any remedial action needed, including but not limited to, additional education or supervision.
- (6) Consult with the sponsoring agency and/or SLTCO staff.
- (7) Document the outcome in the representatives personnel file and any training or technical assistance provided in ODIS.
- (8) Consider whether decertification is appropriate under rule 173-14-27 of the Administrative Code.