



Ohio Administrative Code

Rule 3701-21-02.5 Standards and procedures for conducting investigations of complaints pertaining to food service operations.

Effective: March 1, 2001

(A) The licensor shall accept for investigation oral and written complaints regarding food service operations. The licensor may decline to investigate any complaint it determines is:

- (1) Frivolous;
- (2) Not made in good faith; or
- (3) Too old to be reasonably investigated.

(B) The licensor shall gather at a minimum the following information in response to a complaint received:

- (1) The full name, address, and telephone number of the complainant unless the complainant wishes to remain anonymous;
- (2) The name and address of the food service operation; and
- (3) A statement of facts about the complaint including the date and time of any alleged occurrence.

(C) The licensor:

- (1) Shall investigate the complaint based on the complaint's severity;
- (2) Shall investigate each complaint in a fair and complete manner;
- (3) Shall report the results to the complainant orally or in writing upon completion of the investigation; and



(4) Shall complete and maintain a report on file at the conclusion of the investigation.
