



Ohio Administrative Code Rule 3701-84-13 Complaints.

Effective: May 15, 2023

(A) Each HCS shall develop and follow policies and procedures to effectively receive, investigate, and report findings of complaints regarding the quality or appropriateness of services provided by the HCS. The documentation of complaints shall, include the following:

- (1) The date the complaint was received;
- (2) The identity, if provided, of the complainant;
- (3) A description of the complaint;
- (4) The identity, if provided, of persons and/or the provider of the HCS involved;
- (5) The findings of the investigation; and
- (6) The resolution of the complaint.

(B) Each HCS is obligated to post the toll free complaint hotline of the Ohio department of health's complaint unit in a conspicuous place in the HCS.
