



Ohio Administrative Code

Rule 5101:2-9-24 Child and family complaint policy and procedure.

Effective: February 1, 2020

(A) The residential facility shall have a complaint policy and procedure written in clear and simple language that shall be given and explained to the child and family at the time of the child's admission to the residential facility. Documentation that the child and family received the complaint policy and procedure shall be placed in the child's file.

(B) The residential facility shall ensure that a child or family member is not required to transmit a complaint through the staff member who is the subject of the complaint.

(C) The residential facility shall ensure against retaliation by staff or by other children against the person making the complaint.

(D) Complaints in a residential facility.

(1) A residential facility shall:

(a) Establish a procedure to make every effort to ensure that any complaint is resolved within thirty days of the filing of the complaint.

(b) Ensure unresolved complaints are reviewed by the administrator of the facility or designee within thirty days of the filing of the complaint.

(2) For any complaint not resolved within thirty days, a written explanation of the reason why the complaint has not been resolved within thirty days shall be placed in the child's record maintained pursuant to rule 5101:2-5-10 of the Administrative Code.

(3) A written report of each complaint and the resolution shall be compiled and a copy placed in the child's record maintained pursuant to rule 5101:2-5-10 of the Administrative Code.



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