



Ohio Administrative Code

Rule 901:3-4-09 Complaint investigation procedure.

Effective: February 12, 2024

(A) The licensor shall accept all complaints regarding retail food establishments. The complaints shall be investigated in accordance with a written policy of the licensor. The policy shall include at a minimum:

(1) A complaint form or electronic database to be used to document the receipt of all complaints and contains at least the following:

(a) The name and address of the retail food establishment; and

(b) A statement of facts about the complaint including the date and time of any alleged occurrence.

(2) The time frame for conducting investigations of complaints according to the potential risk to the public health, and

(3) The criteria for declining to investigate a complaint.

(B) The licensor shall:

(1) Document the results and disposition of the licensor's investigation on a food inspection form prescribed or approved by the director;

(2) Maintain the complaint form, any laboratory results, food inspection form documenting the investigation findings, and any other records pertaining to the complaint in the retail food establishment's file or electronic database;

(3) Investigate each complaint in a fair and complete manner; and

(4) If requested, report the results to the complainant orally or in writing upon completion of the



investigation.
