

3701-21-02.5

Standards and procedures for conducting investigations of complaints pertaining to food service operations.

- (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.

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CERTIFIED ELECTRONICALLY

Certification

01/13/2015

Date

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