3701-84-13 Complaints.

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

(1) The date complaint was received;

(2) The identity, if provided, of the complainant;

(3) A description of the complaint;

(4) The identity of persons and/or provider of the HCS involved;

(5) The findings of the investigation; and

(6) The resolution of the complaint.

(B) The provider of a HCS shall post the toll free complaint hotline of the department's complaint unit in a conspicuous place in the HCS.

R.C. 119.032 review dates 05/11/2012 and 05/01/2017

CERTIFIED ELECTRONICALLY

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Certification

05/11/2012

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Date

Promulgated Under:	119.03
Statutory Authority:	3702.11, 3702.13
Rule Amplifies:	3702.11, 3702.12, 3702.13, 3702.14, 3702.141, 3702.15, 3702.16, 3702.18, 3702.19, 3702.20
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