

Sec. 17b-411-11. Complaints

(a) The Long-Term Care Ombudsman's Office shall identify, investigate and resolve complaints made by, or on behalf of, residents that relate to an action, inaction or a decision of a provider, long-term care facility, a public agency or a health and social service agency, that may adversely affect the health, safety, welfare or rights of residents.

(b) **Content of Complaint.** Any complaint filed with the Long-Term Care Ombudsman's Office pursuant to sections 17b-411-1 to 17b-411-14, inclusive, of the Regulations of Connecticut State Agencies, shall contain the name and address of the long-term care facility, the name of the involved resident or residents or the statement that all the residents are affected, information regarding the nature and extent of the complaint and any other information which the reporter believes might be helpful in the investigation of the complaint.

(c) **Method of Filing Complaints.**

(1) A complaint may be filed with the Long-Term Care Ombudsman's Office or the VRA assigned to the resident's facility in person, by mail, facsimile, electronic mail or by telephone.

(2) For information or for filing of complaints with the State Ombudsman, persons may contact the Long-Term Care Ombudsman's Office. A toll free number shall be available and the number shall be conspicuously posted in each facility.

(d) A complaint filed by an individual who chooses not to disclose his or her identity shall be considered an anonymous complaint. Anonymous complaints shall be reviewed by the State Ombudsman or the State Ombudsman's designee. An investigation shall be done only if the State Ombudsman or the State Ombudsman's designee considers the nature of the complaint to be of such seriousness as to warrant follow-up.

(e) The State Ombudsman shall maintain a registry of all complaints.

(f) A complaint filed by a resident with the Long-Term Care Ombudsman's Office may be withdrawn by the resident at any time. Any request for withdrawal of a complaint, where the complainant is an individual other than the resident, may be granted only after consultation with the resident. If the resident wishes to proceed with an investigation, the Long-Term Care Ombudsman's Office shall proceed with the investigation on behalf of the resident. Requests for withdrawals shall be documented in the resident's case record. The complainant shall be advised, at the time the withdrawal, of the consequences of the withdrawal and that a complaint may be reopened if requested.

(Effective April 3, 2013)