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Title 12@ HEALTH

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Agency 5@ DEPARTMENT OF HEALTH

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Chapter 371@ REGULATIONS FOR THE LICENSURE OF NURSING FACILITIES

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Part I@ Definitions and General Information

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Section 12VAC5-371-70@ Complaint investigation

## **12VAC5-371-70 Complaint investigation**

### **A.**

The OLC has the responsibility to investigate any complaints regarding alleged violations of the standards or statutes and complaints of the abuse or neglect of persons in care. The Department of Social Services and the State Ombudsman are notified of complaints received.

### **B.**

Complaints may be received in written or oral form and may be anonymous.

### **C.**

When the investigation is complete, the licensee and the complainant, if known, will be notified of the findings of the investigation.

### **D.**

As applicable, the administrator shall submit an acceptable plan for correcting any deficiencies found during a complaint investigation.

### **E.**

The administrator will be notified whenever any item in the plan of correction is determined to be unacceptable.

### **F.**

The administrator shall be responsible for assuring the plan of correction is implemented and monitored so that compliance is maintained.