

## **11-21 Complaint Investigations**

**(a)**

Residents' unresolved grievances and/or complaints shall be referred to the Long-Term Care Ombudsman.

**(b)**

The Office of the Ombudsman shall complete all complaint investigations within an appropriate time frame depending upon the seriousness of the allegations.

**(c)**

Written reports of investigations and the status of resolutions completed by the Nursing Care Facility shall be provided by the Long-Term Care Ombudsman to the Licensing Division within thirty (30) days after the completion of the investigation. Exception: Those complaints or problems reported directly to the State Survey Agency or referred by the Long-Term Care Ombudsman to the State Survey Agency shall be investigated by the State Survey Agency as per the Agreement between the Secretary of the U.S. Department of Health and Human Services and the State of Wyoming dated June 18, 1985.