

G484

(Rev. 219; Issued: 04-12-24; Effective: 04-12-24; Implementation: 04-12-24)

§484.50(e)(1) The HHA must—

(ii) Document both the existence of the complaint and the resolution of the complaint; and

Survey Procedures §484.50(e)(1)(ii)

Obtain the complaint log (or other format used for documenting complaints) to verify that the HHA is tracking complaints received from receipt of complaint through resolution.