

78605 Complaints

(a)

Any person may request an inspection of any adult day health center by submitting a written request and a statement of alleged violations.

(b)

The licensee shall be notified of the substance of the complaint no earlier than the time of the inspection.

(c)

Neither the name of the individual complainant nor other person mentioned in the complaint shall be disclosed by the Department, unless the complainant specifically requests the release of such name or names.

(d)

A licensee shall not retaliate against any participant or employee who has initiated or participated in an inspection.

(e)

The Department shall conduct an on-site inspection of the adult day health center within 10 days after receipt of a complaint.