

84072.2 Complaint Procedures

(a)

The licensee of a group home shall develop, maintain and implement written complaint procedures by which children or their authorized representatives are permitted to file complaints, without fear of retaliation, with the facility administrator regarding facility staff or operations. (1) Staff, children, and authorized representatives shall receive copies of such procedures, as specified in Sections 84065(o) and 84068.1(b)(4)(B). (2) Signed copies of such procedures shall be maintained in each child's record, as specified in Section 84070(c)(2). (3) Such procedures shall be posted in a location in the facility which is accessible to children and their authorized representatives.

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