

## CHAPTER X INFORMAL COMPLAINTS

### Section 1. Making an Informal Complaint and Investigation.

(a) The Administrator on his own initiative or upon receipt of a complaint may conduct an informal investigation of a program. The Administrator may choose not to investigate oral complaints from a complainant. The Administrator shall conduct an informal investigation upon receipt of a written informal complaint signed by the complainant. The purpose of an informal investigation is to endeavor to bring about satisfaction of the complaint without a formal hearing.

(b) If the Administrator receives a written complaint or decides to conduct an investigation on his own initiative, the Administrator shall notify the president of the board of directors of the program of the nature of the complaint and the activities to be undertaken as part of the informal investigation.

(c) The investigation may include on-site inspection and collection of all the available pertinent information concerning the operations of the program. The Division may consult with the program director, the governing body of the program, the staff of the program, if relevant, the clients, the parents or guardians of the clients, and other pertinent and reliable sources of information about the program.

Section 2. Corrective Action. After an investigation has been completed, the Administrator shall notify the provider and the complainant of the findings of the investigation. If the provider is found to have committed an act or omission in violation of the law or rules and standards, the Administrator may specify the necessary corrective action and the time line for completion of the corrective action. In the event of failure to bring about satisfaction of the complaint through methods outlined in this chapter, or if at any time during the investigation it is found that the health and safety of the clients are in jeopardy, the complainant or the Administrator may file a formal complaint and the informal proceedings shall be discontinued.

Section 3. Records of Complaints. The Administrator may keep a record of each complaint received in his office, the allegations made, documentation of investigations, the action taken by the Administrator or the parties and the final disposition of the complaint.