

**4680.0800 COMPLAINT RECORDS.**

The following complaint records shall be maintained by the facility for at least one year:

A. an annotation of the date, time, and substance of each complaint made by, or in behalf of, any patient;

B. a reference to any previous complaints made by, or in behalf of, the same patient during the patient's current stay in the facility; and

C. an annotation of the date, time, and substance of any response to, denial of, or resolution of, the complaint.

The arrangement of such records shall be such that identification of particular patients and complainants is possible.

**Statutory Authority:** *MS s 144.691*

**History:** *17 SR 1279*

**Published Electronically:** *May 12, 1997*