Steps in the complaint process

**Intake and Triage**
- HFRD receives a complaint regarding a facility.
- HFRD clinical team reviews the complaint and assigns a priority for investigation based on the nature of the allegations and any potential or actual patient or resident harm.

**Investigation**
- HFRD investigates the complaint at the facility.
- HFRD reviews the inspection documents to determine if there is sufficient evidence to support a citation against the facility.

**Outcome**
- HFRD issues a letter to the complainant regarding the outcome of the investigation.
- HFRD issues a Statement of Deficiencies to the facility and takes any other enforcement action that may be appropriate based on the rules and regulations.

**Important Note:** HFRD must collect sufficient evidence to support each citation against a facility. The fact that there is an allegation against the facility may not be sufficient to support the citation if additional evidence is not found during the onsite investigation. HFRD reviews the evidence carefully and this process may take some time. Please allow at least 60 days for the investigative process to be completed before contacting the Department regarding your complaint. We receive a high volume of complaints and inquiries and will make every effort to respond as quickly as we can regarding the outcome of your particular case.