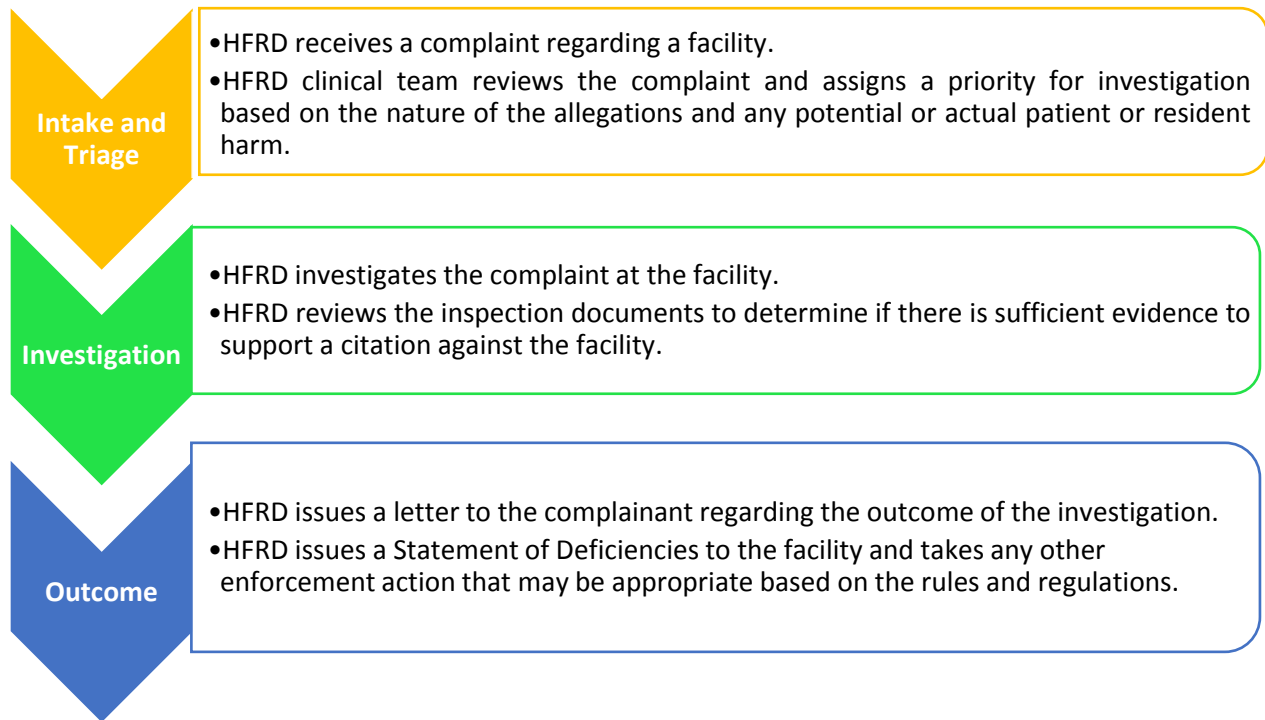


Steps in the complaint process



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.