

NORS Training, Part III

Basic Principles for Verifying Complaints, Coding Complaint Dispositions and Closing a Case

Verifying Complaints

Ombudsmen always attempt to verify complaints, but they work to resolve a complaint, whether it is verified or not. Definition of verified: *It is determined after work (interviews, record inspection, observation, etc.) that the circumstances described in the complaint are generally accurate.*

Disposition

1. You need a disposition code for each complaint, whether or not the complaint is verified.
2. Each complaint has only one disposition code. You must choose the best one.
3. When choosing a disposition code, always follow the direction of the resident. If you cannot get direction from the resident, and there is no legal representative, or the representative's direction is inconsistent with the previously expressed wishes of the resident, then take direction from the complainant.
4. Remember, disposition codes record outcomes, not activities. You may perform many activities when resolving and investigating a complaint, but there is only one outcome.

Closing a Case

A case is closed when none of the complaints within the case require any further action on the part of the ombudsman and every complaint has been assigned the appropriate disposition code.