

NORS TRAINING: Part I

The Three C's: Case, Complaint, Consultation

BASIC PRINCIPLES

1. A **case** is each inquiry brought to, or initiated by, the ombudsman on behalf of a resident or group of residents involving one or more complaints which requires opening a case and includes ombudsman investigation, strategy to resolve, and follow-up.
 - If the ombudsman and another agency are both actively involved in complaint investigation and resolution, it is also an ombudsman case.
 - The number of cases is equivalent to the number of complainants. One or more people jointly filing a complaint count as one complainant.

2. A **complaint** is a concern brought to, or initiated by, the ombudsman for investigation and action a) on behalf of one or more residents and b) relating to the health, safety, welfare or rights of a resident.
 - One or more complaints constitute a case.
 - You cannot have a case without a complaint.

3. A **consultation** is providing information and assistance to an individual or a facility.
 - a. It does not involve investigating and working to resolve complaints (i.e., a consultation is not a case).
 - b. If the ombudsman refers someone with a concern to another agency and is not actively involved in investigating and working to resolve the problem, it is not an ombudsman case or complaint. However, it can be counted as a consultation.