

NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART III

Verification, Disposition, Referral, and Closing Cases

REMINDER: Throughout these training materials “Ombudsman” is used as a generic term that may mean the state Ombudsman, a representative of the Office, or the Ombudsman program. Use the NORS tables developed by the Administration for Community Living/Administration on Aging with these training materials when indicated (Table 1: NORS Case and complaint codes, values and definitions; Table 2: NORS Complaint codes and definitions; and Table 3 State Program Information, OMB Control Number 0985-0005, updated 10/1/21, expiration date 10/31/24). The NORS codes and definitions used in these materials are taken from the ACL tables 1-3 and are not to be modified.

Close the case when the following complaint information is complete:

✓ **Verification – A confirmation that most or all facts alleged by the complainant are likely to be true.** Select: Verified or Not verified

✓ **Referral Agency¹: The agency or agencies to which a complaint was referred to as part of the Ombudsman program’s plan of action for complaint resolution.** There can be multiple referrals to agencies in one complaint. Select:

01 Licensing, regulatory, or certification agency

02 Adult protective services

03 Law enforcement or prosecutor

04 Protection and advocacy

05 Legal services

06 No referral was made

99 Other (include type of agency, e.g. domestic violence center)

✓ **Disposition: The final resolution or outcome of the complaint.**

Each complaint can have only one disposition. Select:

1. **Partially or fully resolved** to the satisfaction of the resident, resident representative, or complainant.

2. **No action needed or withdrawn** by the resident, resident representative, or complainant.

3. **Not Resolved** to the satisfaction of the resident, resident representative, or complainant. The complaint was not addressed to the resident’s satisfaction.

¹ Refer to NORS Table 1, Part C – Case and Complaint Definitions, for definitions of each of the five agencies. [NORS](#)

Determining the disposition when the resident cannot communicate their perspective or when the resident dies before determining their perspective:

- Where a resident is unable to communicate his or her perspective on the extent to which the complaint has been satisfactorily resolved, the Ombudsman may rely on the perspective of a resident representative so long as the Ombudsman has no reasonable cause to believe that the resident representative is not acting in the best interests of the resident.²
- Where the resident is unable to communicate his or her perspective and does not have a resident representative, the Ombudsman shall determine whether the complaint was resolved to the satisfaction of the complainant.³
- If a resident dies before the investigation is complete, the Ombudsman may look to the resident representative, if available, or the complainant to determine the complaint disposition. If the Ombudsman was the complainant and there is no representative, then the Ombudsman shall determine the disposition.

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² See 1324.19(b)(2)(G)(5) of the [LTCOP Rule](#).

³ See 1324.19(b)(2)(G)(iii)(B) of the [LTCOP Rule](#).