

# NATIONAL OMBUDSMAN REPORTING SYSTEM (NORS) TRAINING PART II

## Complaint Coding Basic Principles

**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.

### Coding Complaints

There are 60 complaint codes. Choose the one code which best fits the problem. Refer to the **NORS, Table 2: Complaint codes and definitions** document for all of the complaint codes, examples, and reporting tips.<sup>1</sup> The chart below shows the complaint code categories for complaint types.

CODES	TYPE OF COMPLAINT
A	<b>Abuse, Gross Neglect, Exploitation</b> , is for complaints of <b>willful</b> mistreatment of residents. Indicate who appears to be the cause of the abuse, neglect, or exploitation: (1) facility staff, (2) another resident, (3) resident representative, family, or friend, or (99) other (See Table 1, Part B <sup>2</sup> ).
B, C, D, E, F, G, H, I, J	Complaints <b>against the facility</b> .
K	Not against the facility. Complaints involving decisions, policies, actions or inactions by the programs and agencies listed in the code definitions, including private and public benefits.
L	Not against the facility. Complaints <b>against others</b> , such as an outside provider or family conflict.

### Abuse, Gross Neglect, Exploitation Complaints

Use the NORS code A to document Ombudsman program investigation of an allegation of abuse, gross neglect, or exploitation. Identify the suspected perpetrator and the applicable perpetrator code. A perpetrator is the person(s) who appears to have caused the abuse, gross neglect, or exploitation. There may be multiple perpetrators for each complaint. If the Ombudsman program and another agency are both actively involved in complaint investigation and resolution, it still counts as an Ombudsman program case.

<sup>1</sup> NORS Table 2: Complaint codes and definitions, OMB Control Number 0985-0005. Expiration October 31, 2024. Administration for Community Living/Administration on Aging. [https://tcombudsman.org/uploads/files/support/NORS\\_Table\\_2\\_Complaint\\_Code\\_10-31-2024.pdf](https://tcombudsman.org/uploads/files/support/NORS_Table_2_Complaint_Code_10-31-2024.pdf)

<sup>2</sup> NORS Table 1: NORS Parts A, B, and C - Case and complaint codes, values, and definitions, OMB Control Number 0985-0005. Expiration October 31, 2024. Administration for Community Living/Administration on Aging. [https://tcombudsman.org/uploads/files/support/NORS\\_Table\\_1\\_Case\\_Level\\_10-31-2024.pdf](https://tcombudsman.org/uploads/files/support/NORS_Table_1_Case_Level_10-31-2024.pdf)