National Ombudsman Reporting System (NORS) Complaint Codes
Effective October 1, 2019

The complaint codes in this document are from the Administration for Community Living (ACL)/Administration on Aging (AoA) – Office of Long-Term Care Ombudsman Programs, National Ombudsman Reporting System (NORS) Table 2: Complaint codes and definitions. Refer to Table 2 for complaint code definitions, examples, and reporting tips.¹

**RESIDENTS’ RIGHTS**

A. Abuse, Gross Neglect, Exploitation
   A01. Abuse: physical
   A02. Abuse: sexual (touching and non-touching acts)
   A03. Abuse: psychological
   A04. Financial exploitation
   A05. Gross neglect (Use categories F or J when gross neglect is not clearly indicated.)

   **Perpetrator:** Person(s) who appears to have caused the abuse or neglect or exploitation.
   01. Facility staff
   02. Another resident
   03. Family, resident representative, friend
   09. Other

B. Access to Information
   B01. Access to information and records
   B02. Language and communication barriers
   B03. Willful interference

C. Admission, Transfer, Discharge, Eviction
   C01. Admission
   C02. Appeal process
   C03. Discharge or eviction
   C04. Room issues: includes room change

D. Autonomy, Choice, Rights
   D01. Choice in health care
   D02. Live in less restrictive setting
   D03. Dignity and respect
   D04. Privacy
   D05. Response to complaints
   D06. Retaliation
   D07. Visitors
   D08. Resident or family council
   D09. Other rights and preferences

E. Financial, Property (except for exploitation and involving facility staff)
   E01. Billing and charges
   E02. Personal property: includes loss or mismanagement including resident’s money or trust fund

**RESIDENT CARE**

F. Care
   F01. Accidents and falls
   F02. Response to requests for assistance includes call lights
   F03. Care planning
   F04. Medications
   F05. Personal hygiene: includes bathing, soiled clothing, hands & face washing, teeth or dentures not cleaned
   F06. Access to health-related services
   F07. Symptoms unattended
   F08. Incontinence care
   F09. Assistive devices or equipment
   F10. Rehabilitation services
   F11. Physical restraint
   F12. Chemical restraint

G. Activities, Community Integration and Social Services
   G01. Activities
   G02. Transportation
   G03. Conflict resolution: includes disagreement between residents where assistance from Ombudsman is requested
   G04. Social services

**FACILITY ENVIRONMENT, ADMINISTRATION**

I. Environment
   I01. Environment: includes room or water temperature and ventilation
   I02. Building structure
   I03. Supplies, storage and furnishings
   I04. Accessibility: includes building & grounds
   I05. Housekeeping, laundry and pest abatement

J. Facility policies, procedures and practices
   J01. Administrative oversight
   J02. Fiscal management
   J03. Staffing

**NON-FACILITY**

K. Complaints about an outside agency (non-facility)
   K01. Regulatory system
   K02. Medicaid
   K03. Managed care
   K04. Medicare
   K05. Veterans Affairs
   K06. Private insurance

L. System: Others (non-facility)
   L01. Resident representative or family conflict
   L02. Services from an outside provider
   L03. Request to transition to community setting

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¹ [https://ltcombudsman.org/uploads/files/support/NORS_Table_2_Complaint_Code_04-30-2021-1.pdf](https://ltcombudsman.org/uploads/files/support/NORS_Table_2_Complaint_Code_04-30-2021-1.pdf)

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