

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
- 99. 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

- Do1. Choice in health care
- Do2. Live in less restrictive setting
- Do3. Dignity and respect
- Do4. Privacy
- Do5. Response to complaints
- Do6. Retaliation
- Do7. Visitors
- Do8. Resident or family council
- Do9. 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

F13. Infection control

G. Activities, Community Integration and Social Services

Go1. Activities

Go2. Transportation

Go3. Conflict resolution: includes disagreement between residents where assistance from Ombudsman is requested

Go4. Social services

H. Dietary

Ho1. Food service

Ho2. Dining and hydration

Ho3. Therapeutic or special diet

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

Jo1. Administrative oversight

Jo2. Fiscal management

Jo3. 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)

Lo1. Resident representative or family conflict

Lo2. Services from an outside provider

Lo3. Request to transition to community setting

¹ https://ltombudsman.org/uploads/files/support/NORS_Table_2_Complaint_Code_10-31-2024.pdf

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