Audit Checklist 2011

1) Clear intake summary
   - documented concerns/complaints clearly
   - Strategy to take action outlined
   - brief history

2) Investigation
   - Contact with Resident was made and documented
   - Permission was obtained and documented or explained why permission was not received
   - Action taken- clearly states what action Omb. took

3) Closure
   - Documentation that case is being closed and why
   - Follow up with complainant AND resident of outcomes
   - Resolution is clearly stated

4) Systemic level
   - Was there a need to investigate on a systemic level?
   - Should they be put in individual cases or just one
   - What additional investigation actions were taken to look at this?