

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?