

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.

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

- 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
- F13. Infection control

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

H. Dietary

- H01. Food service
- H02. Dining and hydration
- H03. 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

- 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