



Ohio Administrative Code

Rule 173-14-27 Decertification of a certified ombudsman or removal of an ombudsman candidate for certification.

Effective: November 10, 2025

(A) In all cases where the SLTCO seeks to decertify a certified ombudsman or to remove an ombudsman candidate for certification, the SLTCO shall notify the party against whom action is to be taken, as well as the regional program with which the party is affiliated and the regional program's sponsoring agency, if applicable.

On receipt of the notice, the sponsoring agency shall ensure the ombudsman is relieved of all complaint-handling duties requiring contact with clients or providers until all appeals have been exhausted and a final determination has been made.

The SLTCO shall comply with Chapter 119. of the Revised Code when providing notice to the certified ombudsman or ombudsman candidate, and request that the ombudsman provide the SLTCO with any written explanation or extenuating circumstances connected to the SLTCO's decision.

(B) AGE's director shall designate an independent hearing officer to preside over the hearing. A decision in favor of the ombudsman results in a reinstatement to the performance of all duties of the office. A decision in favor of the SLTCO, and after all appeals have been exhausted, requires the ombudsman to return any identification card.
