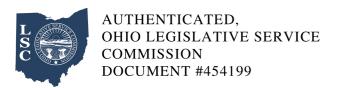


Ohio Administrative Code

Rule 173-14-29 Response to allegations about ombudsman performance.

Effective: November 10, 2025

- (A) Any individual or organization may make a complaint about the action or inaction of an ombudsman.
- (B) The SLTCO or the designated investigator shall provide each ombudsman with standard information about the process outlined in this rule.
- (C) The office shall investigate and attempt to resolve complaints in the following order of responsibility:
- (1) Either of the following:
- (a) Regional ombudsman program director when the complaint is about an ombudsman affiliated with the respective regional program.
- (b) Sponsoring agency director or SLTCO, as appropriate, when the complaint is about the regional program director.
- (2) The SLTCO's designee.
- (3) SLTCO.
- (D) The protocol for investigation and resolution includes the following steps in the order determined to be appropriate by the investigator who responds to the complaint:
- (1) Interview complainant to gather facts of the allegation.
- (2) Interview witnesses identified by the complainant.



- (3) Review documentation of the performance in question.
- (4) Interview the ombudsman who is the subject of the complaint.
- (5) Determine any remedial action needed, including but not limited to, additional education or supervision.
- (6) Consult with the sponsoring agency and/or SLTCO staff.
- (7) Document the outcome in the ombudsman's personnel file and any training or technical assistance provided in ODIS.
- (8) Consider whether decertification is appropriate under rule 173-14-27 of the Administrative Code.