



## Ohio Administrative Code

### Rule 3701-21-02.5 Standards and procedures for conducting investigations of complaints pertaining to food service operations.

Effective: September 1, 2024

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(A) The licensor will accept for investigation complaints regarding food service operations.

Complaints will be investigated in accordance with a written policy developed by the licensor. The policy is to include at a minimum:

(1) A complaint form or electronic database to be used to document the receipt of all complaints and contains at least the following:

(a) The name and address of the food service operation; and

(b) A statement of facts about the complaint including the date and time of any alleged occurrence.

(2) A time frame for conducting investigations of complaints according to the potential risk to public health; and

(3) Criteria for declining to investigate a complaint.

(B) The licensor will:

(1) Document the results and disposition of the licensor's investigation on a food inspection form prescribed or approved by the director;

(2) Maintain the complaint form, any laboratory results, food inspection form documenting the investigation findings, and any other records pertaining to the complaint in the food service operation's file or electronic database;

(3) Investigate each complaint in a fair and complete manner; and

(4) If requested, report the results to the complainant orally or in writing upon completion of the



investigation.

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