



Ohio Administrative Code

Rule 5180:2-9-24 Child and family complaint policy and procedure.

Effective: August 13, 2026

(A) What is provided to the child and family regarding complaints when a child is admitted?

The residential facility is to have a complaint policy and procedure written in clear and simple language that is to be given and explained to the child and legally responsible adult including family, guardian or custodian at the time of the child's admission to the residential facility. Documentation that the child and family received the complaint policy and procedure is to be placed in the child's file.

(B) Can a child or family member file a complaint without going through the staff member involved?

The residential facility is to ensure that a child or family member is not required to transmit a complaint through the staff member who is the subject of the complaint.

(C) What protections are in place to prevent retaliation for making a complaint?

The residential facility is to ensure against retaliation by staff or by other children against the person making the complaint.

(D) How are complaints handled once submitted?

(1) A residential facility is to:

(a) Establish a procedure to make every effort to ensure that any complaint is resolved within thirty days of the filing of the complaint.

(b) Ensure unresolved complaints are reviewed by the administrator of the facility or designee within thirty days of the filing of the complaint.

(2) For any complaint not resolved within thirty days, a written explanation of the reason why the complaint has not been resolved within thirty days is to be placed in the child's record maintained pursuant to rule 5180:2-5-10 of the Administrative Code.

(3) A written report of each complaint and the resolution is to be compiled, and a copy placed in the child's record maintained pursuant to rule 5180:2-5-10 of the Administrative Code.