



Ohio Administrative Code

Rule 901:3-4-09 Complaint investigation procedure.

Effective: September 18, 2014

(A) The licensor shall accept all complaints regarding retail food establishments. The complaints shall be investigated in accordance with a written policy of the licensor. The policy shall include at a minimum:

(1) A complaint form to be used to document all complaints,

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

(3) The criteria for declining to investigate a complaint.

(B) The results of the licensor's investigation shall be documented on a retail food establishment inspection form. The complaint form, any laboratory results, and the retail food establishment form documenting the investigation findings shall be filed in the licensor's retail food establishment's file.
