

**321—9.11(231) Committee response to complaints and grievances.** Throughout the investigation of all complaints and grievances, the committee shall maintain objectivity and act as advocates for residents without being adversaries of the facility.

**9.11(1)** In all investigations, the committee shall:

*a.* Maintain the dignity and privacy of residents, as shall all other persons involved in a complaint or grievance investigation.

*b.* Using the procedures appropriate to the source of the complaint, receive and investigate complaints or grievances from an individual or the department regarding the rights and welfare of residents.

*c.* Seek to resolve the complaint or grievance and, if feasible, prevent unnecessary regulatory action against a facility. However, the committee shall not prevent or dissuade regulatory action when necessary to protect or achieve the rights of residents.

*d.* Solicit input from the complainant and the resident regarding the choices for action to be pursued by the committee.

**9.11(2)** Action upon receipt of a complaint or grievance. The committee may contact the facility administrator to discuss the allegations only if doing so does not violate confidentiality.

*a.* Information that identifies the complainant or resident shall be confidential unless the complainant or resident has given permission to the committee to disclose this information. This permission shall be documented in a committee member's notes.

*b.* The investigating committee member shall make at least one unannounced visit to the facility.

*c.* The committee shall, to the extent possible, ascertain the facts of the situation through personal observation of conditions and activities in the facility and by talking with all persons who may have knowledge regarding the matter under investigation.

*d.* If a resolution cannot be reached, the committee may contact the resident's advocate/ombudsman for follow-up action as appropriate.

*e.* Committee members shall keep the complainant informed of progress in the investigation.