

	<p align="center">Department of Human Services Online Directives Information System</p>	<p align="center">Index: Revised: Next Review:</p>	<p align="center">POL1710 4/01/2021 4/01/2024</p>
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SUBJECT: PRIORITIZING AND ASSIGNING COMPLAINT/SELF REPORTED INCIDENT INVESTIGATIONS

POLICY:

It is the policy of the Residential Child Care Licensing (RCCL) Unit to receive, evaluate, and document all complaints/self-reported incidents regarding care in facilities subject to licensure. RCCL staff will investigate the following:

1. Allegations of maltreatment and/or inadequate care occurring in privately licensed entities where harm or the potential for harm is assessed as requiring investigation.
2. Possible non-compliance with the law, licensing rules, and/or waivers or variances placed on a license where harm or the potential for harm is assessed as requiring investigation.

A. Authority

[O.C.G.A. §§ 49-5-8](#)

B. References

- RCCL Trails
- RCCL Incident Reporting Form
- RCCL Step By Step Guide to Reporting

C. Applicability

This policy applies to all RCCL Unit Staff and Licensed Child-Placing Agencies.

D. Definitions

1. Allegation: An allegation is an assertion of improper care against a licensed provider that could result in a deficiency.
2. Complaint: A Complaint is an oral or written report made to RCCL by anyone other than the administrator or authorized official for a provider that alleges maltreatment and/or inadequate care and/or noncompliance with State laws and regulations.

3. Investigation: Steps taken by RCCL staff to determine the validity of a report alleging non-compliance of the law or applicable Rules of the Department of Human Services.
4. Self-Reported Incident: A detailed statement, either oral or written, received from an authorized representative of a licensed or certified facility that the facility is required to report by law or regulation to RCCL.

E. Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Training and Policy Specialist will update this policy according to state requirements.

F. History

Replaces Prioritizing and Assigning Complaint/Self- Reported Incident Investigations POL1710, last reviewed on 4/01/2021.

G. Evaluation

The RCCL Unit Director, Program Director, Surveyor Manager, Intake/Triage Supervisor and RCCL Surveyor Supervisors evaluates this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting random weekly quality assurance audits of reports received by Triage.