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|  | <p style="text-align: center;">Department of Human Services Online Directives Information System</p> | <p style="text-align: center;">Index: Revised: Next Review:</p> | <p style="text-align: center;">POL1704 04/03/2019 04/03/2021</p> |
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CONDUCTING COMPLAINT AND INCIDENT INVESTIGATIONS

It is the policy of the Residential Child Care Licensing (RCCL) Unit to receive and evaluate complaints and incidents concerning the care and services provided by entities subject to child welfare agency licensure. RCCL conducts two types of investigations:

1. Complaint investigations: Investigations of alleged non-compliance of licensing rules and regulations reported by citizens, RCCL Surveyors, and other state and community agencies.
2. Incident investigations: Investigations of possible non-compliance of licensing rules and regulations resulting from self reported serious or unusual incidents.

RCCL will investigate those complaints and incidents that, if substantiated, would indicate that a facility or agency is not in compliance with the Rules and Regulations of the Department of Human Services.

The RCCL Unit Director is responsible for monitoring requirements for updating this policy. The RCCL Unit Policy and Compliance Officer will update this policy according to state requirements.

Authority

[O.C.G.A. §§ 49-5-8, 49-5-12](#)

References

RCCL TRAILS
OIG-RCCU-PAC-POL - Prioritizing and Assigning Complaint/Self Reported Incident Investigations

Related Forms

RCCL Complaint/Incident Process Flowchart Residential
Child Care Licensing Enforcement Actions

Definitions

1. Allegation: An assertion of improper care against a licensed provider that could result in a deficiency.
2. Complaint: An oral or written report made to RCCL by anyone other than the administrator or authorized official for a provider that alleges noncompliance with State laws and regulations.
3. Investigation: Steps taken by RCCL staff to determine the validity of a report of possible noncompliance with applicable Rules of the Department of Human Service.
4. Self Reported Incident: A 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.
5. Substantiated Allegation: An allegation is substantiated if a preponderance of evidence supporting an assertion of improper care is obtained during an investigation.
6. Inconclusive Allegation: An allegation is inconclusive if an insufficient amount of evidence supporting an assertion of improper care is obtained during an investigation.
7. Unsubstantiated allegation: An allegation is unsubstantiated if little or no evidence supporting an assertion of improper care is obtained during an investigation.