

	<p style="text-align: center;"><b>Department of Human Services Online Directives Information System</b></p>	<p style="text-align: center;"><b>Index: Revised: Next Review:</b></p>	<p style="text-align: center;"><b>POL1710 4/01/2024 4/01/2026</b></p>
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**SUBJECT: PRIORITIZING AND ASSIGNING COMPLAINT/SELF REPORTED INCIDENT INVESTIGATIONS**

**POLICY:**

It is the policy of Residential Child Care Licensing (RCCL) to receive, evaluate, and document all complaints and 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**

- RCC Trails
- RCCL Incident Reporting Form
- RCCL Step by Step Guide to Reporting

**C. Applicability**

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

**D. Definitions**

1. Allegation: An allegation is an assertion of improper care against a licensed provider that could result in a deficiency.
2. Child Welfare Agencies: Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children’s Transition Care Centers (CTCC), and Maternity Homes (MH).
3. 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, inadequate care and/or noncompliance with State laws and regulations.
4. 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.

5. 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 Publisher and the Training and Development Supervisor will update this policy according to state requirements.

#### **F. History**

Replaces Prioritizing and Assigning Complaint/Self-Reported Incident Investigations POL1710, last reviewed on 4/01/2024.

#### **G. Evaluation**

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

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