

FACILITY COMPLAINT LOG

Date complaint received	Resident	Complaint	Complainant/ relation	Complainant's address/telephone	Investigation/Findings	Written response sent
March 1, 2013	Homer Simpson	Room is dirty	Marge/ Wife	32 Powerplant rd., Springfield, Mo. 311-555-9925	Popcorn pieces on carpet in room, and dirty dishes in sink. Homer says he eats a bag of popcorn each night. Had Housekeeping placing him on daily check for vacuum and dishes.	March 2, 2013
March 2, 2013	Mandy Dandy	Dinner has been cold three days in a row	Mandy Dandy/ Resident	Apt. 25	Came back to facility while dinner being served - All plates had been dished and were on counter waiting for servers to deliver. Kitchen staff said they do this so they can clean up dishes immediately after meal prep. Re-train all kitchen staff - dish up plates one at a time as order comes in, and implemented temp sheet for one plate from each meal.	March 3, 2013

****Maintain a copy of each written responses with this log

Example

The Best Assisted Living in Idaho, INC.
3030 Care Avenue, Stibnite, ID 83888
208-555-5555

March 2, 2013

Marge Simpson
3 Marigold Ct.
Boise, ID 83702

Re: Mr. Simpson's apartment cleanliness

Dear Ms. Simpson,

On March 1, 2013, you let me know there was a concern with the cleanliness of Mr. Simpson's room. I inspected Mr. Simpson's room today, and found that it was not maintained to our standards. I have asked housekeeping to begin a daily check of Mr. Simpson's room and make sure it is vacuumed and the dishes are done daily as needed.

Thank you for bringing this concern to me. Our mission here at Best Assisted Living in Idaho is to ensure our residents and families members receive the best care, in the cleanest, most comfortable, homelike setting of any residence in Idaho. I appreciate you letting me know there was a concern so I could take steps to correct it. Please continue to let me know how we are doing and if there is anything we can do to make Mr. Simpson's stay more comfortable. The satisfaction of our residents and families is our number one concern.

Sincerely,



Adam Ant, Administrator

Cell: (208) 555-9225

Example