

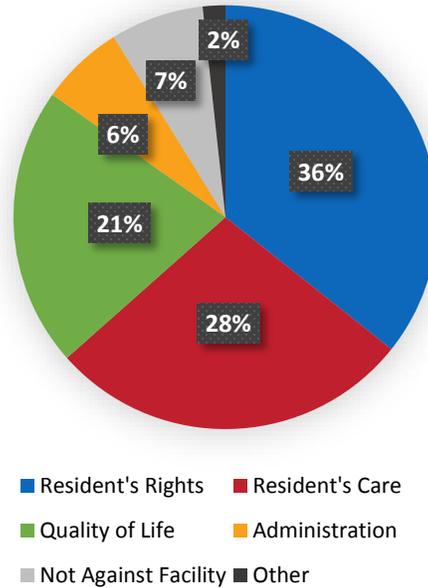


## Long-Term Care Ombudsman Program Complaints

### 2017 Quick Facts

- Of the 201,460 closed complaints, the five most frequent complaint sub-types in all Long-Term Care (LTC) facilities include:
  1. Care
  2. Autonomy, choice, preference, exercise of rights and privacy
  3. Environment
  4. Admission, transfer, discharge and eviction
  5. Abuse, gross neglect and exploitation
- Improper eviction or inadequate discharge/planning was the most frequent individual complaint in all LTC facilities

### Major Complaints by Type, 2017



The Older Americans Act requires Long-Term Care Ombudsman programs to identify, investigate, and resolve complaints made by or on behalf of residents who live in LTC facilities in all 50 states, D.C., Puerto Rico, and Guam. **To access more data** from the National Ombudsman Reporting Systems (NORS) visit <https://agid.acl.gov/CustomTables/NORS/Year/>. **For more information** on NORS visit <https://acl.gov/programs/protecting-rights-and-preventing-abuse/long-term-care-ombudsman-program>.  
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