



Complaint Data Report – 2nd Quarter

January 1, 2024 – March 31, 2024

Pursuant to Section 400.0089, Florida Statutes, information pertaining to the number and types of complaints received by the State Long-Term Care Ombudsman Program shall be published quarterly. The following data pertains to complaints closed and conditions in long-term care facilities during the period of January 1, 2024 – March 31, 2024.

Complaint Data Terms:

- Verified:** It is determined after investigation that circumstances described in the complaint are generally accurate.
- Not Verified:** It is determined after investigation that the circumstances described in the complaint are not generally accurate.
- Resolved:** The complaint was addressed to the satisfaction of the resident.

NURSING HOME COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Personal hygiene	32	15	17	22
Response to requests for assistance	29	13	16	15
Food services	21	13	8	13
Medications	21	9	12	11
Personal property	20	16	4	13

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications	20	15	5	14
Billing and charges	20	12	8	14
Discharge or eviction	19	15	4	11
Housekeeping, laundry, and pest abatement	19	11	8	11
Dignity and respect	18	10	8	9

*All data reflects both initiation and closure dates that may overlap quarterly reporting

Statewide Statistics	
Number of Beds	203240
Number of Certified Ombudsmen	223
Number of Volunteers in Training	64
Facility Assessments	04
Facility Visitations	2142
Complaint Investigations *	1254