



Complaint Data Report – 4th Quarter

July 1, 2023 – September 30, 2023

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 July 1, 2023 – September 30, 2023.

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	16	4	12	4
Response to requests for assistance	16	6	10	6
Symptoms unattended	15	4	11	4
Dignity and respect	12	5	7	5
Medications	11	6	5	7

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Food services	15	10	5	8
Billing and charges	13	8	5	6
Personal hygiene	11	6	5	5
Medications	11	6	5	7
Dignity and respect	10	6	4	6

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

Statewide Statistics	
Number of Beds	203071
Number of Certified Ombudsmen	196
Number of Volunteers in Training	70
Facility Assessments	747
Facility Visitations	691
Complaint Investigations *	645