**Section 270.158 Grievances Against an Ombudsman Related to the Performance of Duties**

a) Policies and procedures establish a grievance process for the receipt and review of grievances regarding the determinations, actions or inactions of an Ombudsman and representatives of the Office in accordance with 45 CFR 1324.11(e)(7) (2016).

b) Grievances are to be submitted in writing to the following:

1) Grievances about an Ombudsman employed by a Provider Agency shall be directed to the Regional Ombudsman;

2) Complaints about a Regional Ombudsman or State Ombudsman staff shall be directed to the State Ombudsman;

3) Complaints about the State Ombudsman shall be directed to the Director of the Department.

c) The grievance shall be investigated and a written response issued to the complainant.

d) The grievance process shall include an opportunity for reconsideration of a final determination.

e) The decision to refuse, suspend or remove certification of an Ombudsman may be reconsidered by the State Ombudsman.

(Source: Added at 43 Ill. Reg. 980, effective January 1, 2019)