**STATE COMPLAINT LOG INSTRUCTIONS**

The State Complaint Log is a way to log incidents that were reported to the State.

The log will assist you in following up in a timely manner with reporting requirements. The log should be a regular part of your Quality Improvement Program and sent monthly to the Risk Management Department at the Service Center.

Column 1 The residents name should be in this column.

Column 2 The date the incident was phoned/faxes in to the state.

Column 3 The time the incident occurred should be in this column.

Column 4 The location the incident occurred should be in this column.

Column 5 The date the follow up letter was forwarded back to the state.

Column 6 A brief description of what was reported in this column.

Column 7 Was the Director of Clinical Services notified? Fill in this column with yes or

no answer.

Column 8 Complaint number that the agency has given you.

Column 9 Was the family notified? Fill in this column with a yes or no answer.

Column 10 Was the resident’s physician notified? Fill this column in with a yes or no

answer.