**County Name County Department of Social Services**

**Address**

**City, State, Zipcode**

Click or tap to enter a date.

Title, Last Name

Address

City, State, Zip Code

Dear Title. Last Name:

Thank you for contacting the Organization with concerns about the care participants received at Program in County Name County. The County Name County Department of Social Services investigated your complaint per North Carolina General Statute §131D-6.

The adult day care coordinator and/or adult day health specialist inspected Facility Name in County name County on Date of Inspection. The adult day care coordinator and/or adult day health specialist carefully investigated your specific concerns. The adult day care coordinator and/or adult day health specialist carefully investigated your specific concerns by observing participant care, reviewing records, and interviewing participants, staff, and others, as needed.

The complaint investigation revealed that the complaint was unsubstantiated, substantiated, or inconclusive which is defined below.

* *Substantiated:* A complaint should be deemed substantiated when the information compiled during the investigation indicates that the complaint occurred as reported by complainant.
* *Unsubstantiated:* A complaint should be deemed unsubstantiated when the information compiled during the investigation indicates that the complaint did not occur as reported by the complainant. If your investigation does not reveal that the complainant’s complaint was verified or substantiated, this must be stated in the investigation report.
* *Inconclusive:* A complaint should be deemed inconclusive when the information compiled during the investigation is not sufficient to indicate whether the complaint occurred as reported by the complainant or not.

This investigation unsubstantiated, substantiated the complaint or found the complaint to be inconclusive [pick one]. If the complaint was substantiated, plan(s) of correction and a follow-up visit(s) might be required for citations. If the complaint was unsubstantiated, no plan(s) of correction or a follow up visit are required.

If you have any questions concerning this investigation, please feel free to contact us.

Sincerely,

Name, Last Name