**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 or substantiated, which is defined below.

*A substantiated finding means that noncompliance did occur and is verified by evidence. This could be based on the named participant, other participants, situations you described, or similar situations. A substantiated finding could result in deficiencies or no deficiencies. The reason a substantiated finding could result in no deficiencies is because at the time of the investigation, the adult day care/adult day health program had already taken action to prevent further deficient practice.*

*An unsubstantiated finding means that there is a lack of evidence to support that noncompliance existed. This determination is not intended to minimize your concerns. On the contrary, we believe findings of this type provide feedback to the adult day care/adult day health program regarding the quality of care and services received by participants.*

This investigation unsubstantiated or substantiated [pick one] the complaint. 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