**Complaint Investigation Response to Recommendations**

**INDIVIDUAL’S NAME: Client First Name Last Name**

**DATE OF COMPLAINT: Per the BDS report, the date the complaint was filed**

**DATE OF REPORT: Per the BDS report, the date the report was written**

**INVESTIGATOR: Name of investigator that completed BDS report**

**RESPONSE DUE BY: Per the BDS cover letter, the date that the response is due**

**DATE OF RESPONSE: The date that this response was submitted to the Area Agency**

**AGENCY COMPLETING THIS RESPONSE: Vendor/ Provider Agency or Area Agency Name**

This investigation was conducted to determine if Client First Name Last Name rights under He-M He-M number(s) per report were violated. The report was determined to be Founded or Unfounded against Respondent name(s) as identified in BDS report. If there were multiple findings, include the additional finding(s) after the respondent name in this section.

**Proposed Recommendations and Response:**

1. **It is recommended that…Exact language of recommendation in BDS report**
   1. **Response- Include specific actions taken to address the recommendation above. Some examples of this might include team meeting, training, Service Agreement amendments, staff supervision/ discipline, etc. Attach written proof/ documentation of the completed action. If action has not yet occurred, please include specific timeframe for completion. Once completed, please ensure that written proof/ documentation is submitted to Area Agency.**
2. **It is recommended that…Exact language of recommendation in BDS report**
   1. **Response- Same as above**
3. **It is recommended that…Exact language of recommendation in BDS report**
   1. **Response- Same as above**
4. **It is recommended that…Exact language of recommendation in BDS report**
   1. **Response- Same as above**
5. **It is recommended that…Exact language of recommendation in BDS report**
   1. **Response- Same as above**
6. **It is recommended that…Exact language of recommendation in BDS report**
   1. **Response- Same as above**
7. **It is recommended that…Exact language of recommendation in BDS report**
   1. **Response- Same as above**

Please feel free to contact me with any questions or concerns that you might have. I can be reached at phone or email.

Sincerely,

Name of person completing this written response

Title of person completing this written response