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| **Quarterly Ombudsman Program Review** |
| **Complaints** |

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| **Top Five Complaints During This Quarter** | | | | |
| **Complaint**  **Category** | **Complaint Code** | **# Related To SNF** | **# Related To ALF** | **Total Complaints** |
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| Total number cases opened during this quarter |  |
| Total number cases currently open |  |
| Total number cases closed this quarter |  |
| Total number of cases involving Abuse, Neglect and Exploitation this quarter |  |
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(1st-Oct-Dec) (2nd-Jan-Mar) (3rd-Apr-Jun) (4th-Jul-Sep)

Ombudsman Program Quarter \_\_\_\_\_\_

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Date Provided To Director For Program Monitoring

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Program Manager