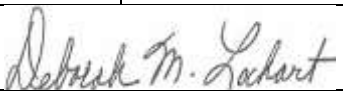


PROTOCOL NO. 203
INDEPENDENT REVIEWS OF HUMAN RIGHTS COMPLAINTS

Issued:	November 1, 2000
Revised:	February 11, 2002; November 4, 2014; October 1, 2016; January 25, 2018; September 1, 2018; May 1, 2019; October 13, 2021
Formerly:	Protocol No. 106
Protocol:	All Advocates will utilize accepted standards and practices when it is determined that an independent review is necessary to assess a potential human rights violation.
Procedure:	<p>As appropriate, the administrative review procedure may consist of</p> <ol style="list-style-type: none"> 1. Independent interviewing of: <ol style="list-style-type: none"> a. Witness(s); b. Individuals receiving service; c. Staff; and/or, d. Other persons who may provide relevant information. 2. Obtaining a written statement from each person(s) interviewed when such a statement is necessary to document oral interviews. 3. A review of the relevant records of the individuals involved. 4. A visit to the site of an alleged incident (see Protocol No. 309). 5. A review of pertinent statutes and administrative policies and procedures relative to the issue. <p>The Advocate shall maintain an accurate record of the administrative review. Documentation is to include persons contacted, conversations and their result; and, it shall be summarized in the Advocate Action section of the CHRIS report.</p> <p>Once a complaint is resolved at the Director's level, and the individual is satisfied with the remedy and wishes no further levels of appeal, the Advocate must make a determination of whether or not a human rights violation occurred based on the facts of the administrative review.</p> <p>In accordance with Protocol No. 316 OHR Role in the Corrective Action Plan (CAP) Process, the Advocate will make appropriate notifications advising of the human rights violation (e.g., the Office of Licensing).</p> <p>The Advocate is responsible for ensuring that all provider corrective actions are verified as being implemented. Cases will not be closed until verification of implementation is documented by the Advocate in the Advocate Action section of the CHRIS report. This will be monitored by the Manager using data warehouse report DW0052.</p>
	
Deborah M. Lochart, State Human Rights Director	5/1/2019
	Effective Date