

Post Investigation Checklist

- Yes No Did you obtain the consent of the resident?
- Yes No Did you complete the waiver?
- Yes No Do you clearly state what the complaint(s) is (# 7)? *(Make sure to include when the issue started, who it involves, and other relevant information.)*
- Yes No Did you conduct any interviews (include in #8)? *(Make sure to include **who** was interviewed (name and title), **when** and **where** the interview took place (date, time, and location), and **what you learned** from the interview) **
- Yes No Did you review any records (include in #8)? *(Make sure to include what record you reviewed and what you learned from the record.)**
- Yes No Did you make any observations (include in #8)? *(Make sure to include what specific observations you made and where you made them.)**
- Yes No Did you clearly state how the complaint was resolved (or if it wasn't, why not)? (Include in #9) *(Make sure to include what, if any, follow up was done.)*
- Yes No Were you able to verify the complaint?
- Yes No Did you include the complaint code?

If any of these questions were marked NO (except for “were you able to verify the complaint?” – can be yes or no) then please go back and review your case to make sure you have included all necessary information.

*If you checked no for all three of these questions then you do not have a case!