**County Name County Department of Social Services**

**Address**

**City, State, Zip code**

Click or tap to enter a date.

Title

Organization

Address

City, State, Zip code

Dear Title. Name, Last Name

The County Name County Department of Social Services received a concern(s) about the care participants received at Organization Name in County Name County. The County Name County Department of Social Services investigated the complaint in accordance with the North Carolina General Statute §131D-6.

The adult day care coordinator and/or adult day health specialist completed an investigation of Organization Name Adult Day Care/Adult Day Health in County Name County on Click or tap to enter a date.. 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, substantiated or inconclusive, which is defined below.

* *Substantiated:* A complaint should be deemed substantiated when the information compiled during the investigation indicates that the complaint occurred as reported by complainant.
* *Unsubstantiated:* A complaint should be deemed unsubstantiated when the information compiled during the investigation indicates that the complaint did not occur as reported by the complainant. If your investigation does not reveal that the complainant’s complaint was verified or substantiated, this must be stated in the investigation report.
* *Inconclusive:* A complaint should be deemed inconclusive when the information compiled during the investigation is not sufficient to indicate whether the complaint occurred as reported by the complainant or not.

This investigation unsubstantiated, substantiated the complaint or found the complaint to be inconclusive [pick one]. If the complaint was substantiated, plan(s) of correction and a follow-up visit(s) may be required for citations. If the complaint was unsubstantiated or inconclusive, 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