



Complaint & Hotline Intake Log

A single, complete record of every concern received, from intake to resolution.

A CareCompli resource for skilled nursing and assisted living facilities

Why this log exists

Every reviewer of a compliance program eventually asks the same question: show me the complaints you received and what happened to each one. A facility that cannot produce that record quickly looks like a facility where reports disappear. This log defines the fields a defensible record requires. Keep it current; a log reconstructed after the fact is usually visible as one.

The log fields

Log #	Sequential, never reused.
Date and time received	When the report arrived, not when it was first worked.
Channel	Hotline, in person, web form, letter, observed.
Anonymous?	Yes or no. Anonymity changes follow-up options, not the obligation to investigate.
Category	Resident rights, quality of care, billing integrity, privacy, abuse or neglect, employment, retaliation concern, other.
Summary of concern	Facts as reported, not conclusions.
Immediate safety action	Any protective step taken at intake, with date.
Assigned to / date	One name, and the date responsibility attached.
Reportable to an agency?	Yes, no, or under review, and which agency.
Reporting deadline	The date the clock runs out, and the rule it comes from.
Report filed	Date filed and confirmation received.
Investigation status	Open, in progress, closed.
Resolution summary / closed	What was found, what was done, and the closure date.
Corrective action opened?	Reference to the corrective action plan, if any.
Retaliation check	Follow-up with the reporter where identity is known, with date.

Field guide: *The two fields facilities most often get wrong are the reporting deadline (calculated from the wrong trigger date, or not calculated at all) and the retaliation check (skipped entirely). Both are the fields reviewers look at first.*

State note: What is reportable, to which agency, and how fast differs significantly by state. The deadline field above only works if the person filling it in knows the state rule that applies to that category of concern.

How CareCompli answers this

In the portal, this log is not a document anyone maintains. It is what the system produces by existing.

What this document asks of you	In the CareCompli portal
A sequential, complete record	Every report entering the hotline or portal creates its own numbered matter automatically; nothing exists off the log.
Reporting deadline	Computed the moment the matter is entered, from the correct trigger date and the applicable federal and state rules.
Assignment and status	Assigned with automatic notifications; status is always current because the record is the workspace, not a copy of it.
Resolution and closure	The investigation file, findings, and closure documentation build as the work happens.
Corrective action link	Findings convert directly into tracked corrective action plans with owners and deadlines.

See it live: carecompli.com | Info@CareCompli.com | (516) 631-0655

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