

Date: May 29, 1998

DSL-BQA-98-029

To: Community Based Residential Facilities

CBRF-11

From: Judy Fryback, Director
Bureau of Quality Assurance

Residents' Rights Complaint Report

Section 50.09 of the Wisconsin Statutes establishes the right of residents in nursing homes and community-based residential facilities and requires all facilities to establish a system of reviewing complaints and allegations of violations of residents' rights under section 50.09(6), Wis. Stats. The Statute requires the facility to summarize complaints or allegations of violations of residents' rights and to report this information to the Department of Health and Family Services in a biennial report. See biennial report requirements in section 50.03(4)(c), Wis. Stats.

Attached to this memo is an explanation of the information required for the Residents' Rights Complaint Report and a sample Residents' Rights Complaint Report form. Your facility may duplicate this form or develop a similar form containing all of the information required in section 50.09(6)(d), Wis. Stats.

If you have any questions, please contact your Regional Field Operations Director.

Northeastern Regional Office, Green Bay	Pat Benesh	920-448-5249
Northern Regional Office, Rhinelander	Marianne Missfeldt	715-365-2802
Southeastern Regional Office, Milwaukee	Tony Oberbrunner	414-227-4908
Southern Regional Office, Madison	Phyllis Tschumper	608-243-2374
Western Regional Office, Eau Claire	Joe Bronner	715-836-4753

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