

**DEPARTMENT OF COMMUNITY HEALTH**  
**BUREAU OF FINANCIAL MANAGEMENT AND ADMINISTRATIVE SERVICES**  
**SHARING HEALTH CARE INFORMATION**

(By authority conferred on the director of community health by section 9 of 2006 PA 593, MCL 550.289)

**R 550.501 Definitions.**

Rule 1. As used in these rules:

- (a) "Director" means the director of community health.
- (b) "Complainant" means any entity who files a complaint about an alleged violation of this act.

History: 2010 AACCS.

**R 550.502 Applicability.**

Rule 2. These rules govern the administrative procedures for the handling of a complaint filed by any entity and provide additional procedures for a request for a hearing.

History: 2010 AACCS.

**R 550.503 Complaints.**

- Rule 3. (1) A complaint shall be in writing and signed by the complainant.
- (2) A complaint shall be limited to matters involving an alleged violation of this act.

History: 2010 AACCS.

**R 550.504 Receipt and disposition of complaints.**

Rule 4. (1) A complaint shall be filed with the director or his or her designated representative.

(2) A complainant must file the complaint within 30 days of the date of the action giving rise to the complaint.

(3) The director or designated representative shall give the complainant a file number, establish a file, and send acknowledgement to the complainant.

(4) A complaint shall be investigated according to a priority established by the director or his or her designated representative. A memorandum of the investigation shall be prepared and placed in the complaint file.

(5) The memorandum written following investigation of a complaint with copy to the involved complainant shall detail all of the following:

- (a) Brief description of the complaint.

- (b) Investigatory findings.
- (c) Recommendations for indicated change or correction of deficiencies or items of noncompliance.
- (d) Need for follow-up, if indicated.
- (6) The director shall send a letter to the complainant following investigation of the complaint informing the complainant generally of any action taken.

History: 2010 AACCS.

**R 500.505 Hearings on complaints.**

Rule 5. (1) A complainant may request a hearing on his or her complaint if he or she is dissatisfied with the investigation or results.

(2) A complainant shall submit a request for a hearing in writing to the director or his or her designated representative within 30 days after receipt of the letter specified in R 500.504(5).

(3) A complainant shall have access to the complaint file and its content prior to the hearing by appointment at a mutually convenient time in the department's offices.

History: 2010 AACCS.