

California Long-Term Care Ombudsman Program
Source of Nursing Home Complaints by Complainant, National Ombudsman Reporting System Categories
FY 2002-2003 through 2006-2007

	2002-2003		2003-2004		2004-2005		2005-2006		2006-2007	
1. Resident	4,694	20.89%	5,136	24.60%	4,788	24.88%	6,033	25.60%	6,922	26.48%
2. Relative/Friend of Resident	3,996	17.78%	3,830	18.34%	3,234	16.80%	4,166	17.68%	3,700	14.16%
3. Non-relative, Guardian, Legal Representative	99	0.44%	76	0.36%	51	0.26%	87	0.37%	69	0.26%
4. Ombudsman	2,518	11.21%	3,276	15.69%	3,072	15.96%	3,152	13.37%	4,445	17.01%
5. Facility Administration/Staff	5,807	25.84%	4,846	23.21%	4,654	24.18%	6,468	27.44%	7,209	27.58%
6. Other Medical - Physician/Staff	3,061	13.62%	2,062	9.88%	1,687	8.77%	1,889	8.01%	2,044	7.82%
7. Representative of Other Social Services Agency	897	3.99%	757	3.63%	889	4.62%	791	3.36%	796	3.05%
8. Unknown/Anonymous	1,222	5.44%	760	3.64%	761	3.95%	873	3.70%	844	3.23%
9. Other - Bankers, Clergy, Law Enforcement, etc.	178	0.79%	138	0.66%	110	0.57%	110	0.47%	110	0.42%
Total Number of Complainants	22,472		20,881		19,246		23,569		26,139	