



CHAPTER 143B

ARTICLE 3 - DEPARTMENT OF HEALTH AND HUMAN SERVICES

N.C.G.S. § 143B-181.21.

State/Regional Long-Term Care
Ombudsman; resolution of complaints.

SOURCE	LAST AMENDMENT IN THIS TEXT	RETRIEVED	SOURCE FINGERPRINT
General Statutes of North Carolina, as published by the General Assembly	S.L. 2015-220, s. 2 — third act in the lineage	21 September 2026, 03:03 UTC	1911dba0e7afc57bcc457c3c - a85913206a1b23ce4f472d6f - cd0698287027bc44

§ 143B-181.21(a) Following receipt of a complaint, the State or Regional Ombudsman shall attempt to resolve the complaint using, whenever possible, informal techniques of mediation, conciliation, and persuasion.

§ 143B-181.21(b) Complaints or conditions adversely affecting residents of long-term care facilities that cannot be resolved in the manner described in subsection (a) of this section shall be referred by the State or Regional Ombudsman to the appropriate licensure agency pursuant to G.S. 131E-100 through 110 and Part 1 of Article 1 of Chapter 131D of the General Statutes.

END OF SECTION TEXT

APPARATUS FOLLOWS — DERIVED, NOT ENACTED

APPARATUS I
3 ACTS

Amendment lineage

The State prints this history as a single parenthetical at the foot of the section. It is reproduced verbatim in the colophon and unpacked below in order of enactment.



APPARATUS II
1 AUTHORITY

Authorities referenced

Every G.S. cross-reference appearing in the text of this section, in order of first appearance. Nothing is characterized; the operative language is quoted from the section itself.

REFERENCE	APPEARS IN	OPERATIVE LANGUAGE IN THIS SECTION
G.S. 131E-100	(b)	"the appropriate licensure agency pursuant to"

APPARATUS III

Citation

FULL SECTION

N.C. Gen. Stat. § 143B-181.21 (2015).

PINPOINT

N.C. Gen. Stat. § 143B-181.21(a) (2015).

Pinpoint keys are set in the left margin of the text rather than line numbers: subsection designators are stable across editions and paper sizes, line numbers are not.

COLOPHON

Provenance

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HISTORY PARENTHETICAL, AS PRINTED BY THE STATE
(1989, c. 403, s. 1; 2009-462, s. 4(n); 2015-220, s. 2.)

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