Statutorily required redactions have been made to this document pursuant to Ch. 744, Florida Statutes, specifically ss. 744.2104(2) and 744.2111, Fla. Stat. Also, redactions have been made pursuant to ss. 119.071(2)(c), 119.071(5)(b), 415.107(1), and 430.207, Fla. Stat.

GUA DEPARTMEN	RDIAN  TOFELDERAFFA	S Sta	etus of Closed en	gistered Guardi Complainant First		Type of		Complainant Email			Cuardian Last	o !: =: .			RY LOG	2021 pursuant to ss.	ifically ss. 744.2104(2) and 744. . 119.071(2)(c), 119.071(5)(b), 4	15.107(1), ar	nd 430.207, F	la. Stat.		ata Received Rack			Date Close Out
OPPG Complaint S Number N	IA Investigation lumber	1/4/2021	Name	Name	Address	Type of Complaint  Other	Complainant Phone	Complainant Email Address	Ward Last Name	Mard First Name		Name  n/a		Guardian Registration Number	Guardianship County o Record  n/a	1/4/2021- complainant called this morni and LVM. returned call, no answer, LVM for return call. 1/4/2021- Return call fro the complainant with no new allegations. The complainant is calling to followup on the complain was advised if we need anymore information from we would contact but will recieve letter in the mail once the investigation is complet was also advised to call in a to the allegations made about the wards caregivers not feeding and caring for the ward properly. Complainant obtained information to ma	at.  at.  at.  at.  at.  at.  at.  at.	Staff logging complaint		Number  n/a	Date Sent to Legal F	n/a	Date Sent to SIA	Closed	Date Close Out Letter Sent
2024 004	2/2	1/4/2021				Other			_		Filiant	Dohout	Duefossional	452/1250		a report via online.  1/4/2021 - the complainant alleges the Guardian had son arrested on false charges whi	2		Phone	20/0	1/5/2021	1/11/2021	n/a	Classed	1/22/2021
2021-001	n/a	1/4/2021				Other		n/a			Elliott	Robert	Professional	163 / 1369		led to him ultimately being convicted and sentence to 100 months in prison.	1/7/2021 called to discuss; 1/15/2021 called to discuss no answer left message		Phone	n/a	1/6/2021	1/11/2021	n/a	Closed	1/22/2021
2021-003	n/a	1/5/2021			n/a	n/a					n/a	n/a	Family	n/a	n/a	1/5/2021 compalint is not about a register professional guardian, spoken and emailed complainant a few times in 2020, sends several emails every couple months regarding guardianshi fraud, family guardian, trustee and judges			email	n/a	n/a	n/a	n/a	Closed	n/a
2021-004	n/a	1/5/2021			n/a	Other					Harris	Shanna	n/a	n/a		1/5/2021 complainant advised that Shann Harris Odum is representing herself as PF and that she has apx 7 Wards. Complainant alledges that Harris approached and 2 sis in the hosiptal as mother and advise that she could assist.  1/6/2021 Recieved additional information in mail from complainant - scanned added to file	for cases 1/8/2021 Complainant sent additional documents via email add to file and sent for legal review 1/22/2021 sent closeout letter to complainant. 1/22/2021: Referral to OAG sent out. MS 2/3/2021: Revised Referral letter sent to OAG. MS		phone	n/a	1/6/2021	1/20/2021	n/a	Closed	1/22/2021
2021-005	n/a	1/5/2021			n/a	Other					GPDC	n/a	Public	1190		see complainant intake	1/5/2021 sent email to OPG office to schedule call with case manager.  spoke with Marciella Jiminez with OPG discussed allegations, requested several items and due date to provide 1/11/2021- see updated complaint intake.  1/12/2021 Additional information provided by guardian - sent for legal review. 1/29/2021 Close out letters sent		phone	n/a	1/5/2021 and 1/12/2021	1/20/2021	n/a	Closed	1/29/2021
2021-006	21-011	1/6/2021				Other					Dicerb	Lona	Professional	868		see complaint file for letter scan	1/6/2021 Received letter in mail from complaint, letter did not specify ward name, called complaint and he provided ward name and addl information that Lona Dicerb was the guardian-says the private side of Aging Solutions - I believe that it may be Adul Advocacy and Representation due to the amount of assets says mother has. 2/1/21/ C. Gardner. Received complaint from with follow-up questions for Guardian and complainant. Contacted complainant who provided a response. Contacted guardian who did not have the information readily available. C. Gardner will follow-up with guardian or Wednesday. C. Gardner. 2/3/21. Received return calform guardian who provided additional documentation and answers to questions from legal 2/11/2021 Received additional information from complainant via mail - sent to legal for review 4/26/21: M.Austin- COL sent via email.	Cameka Gardner	mail	n/a	1/6/2021, 2/3/2021 and 2/11/2021	2/16/2021	2/22/2021	Closed	4/26/2021
2021-007	n/a	1/7/2021				Other	n/a	n/a			Reiser	Barbara	Professional	634		See letter in complaint file	1/7/2021 Complaint sent letter certidfied mail, rec'vd 1/7/2021; This is on the private side of OPG program Guardianship Care group		mail	n/a	1/7/2021	1/20/2021	n/a	Closed	1/29/2021
2021-008	n/a	1/7/2021			n/a	Neglect		n/a			Barthlomew	Sue	Professional	1024		1/7/2021: The complaint says that the guardian is isolating the Ward from family; especia the Ward mother in and do not communicate with the family about the Ward The complaint is not sure where the Ward is place since COVID that the Ward can only mail postcard no phopne calls	1/12/2021 spoke to complainant and shared info obtainined from conversation with guardian on 1/7 and advised that complaint is legally insufficient and that would not be investigated. ED was awaiting		phone	n/a	1/7/2021	1/20/2021 and 1/22/2021	n/a	Closed	1/29/2021
2021-009	n/a	1/7/2021			n/a	Other					Robert	Lipshultz	Public	233		see complaint intake	1/7/2021 - request for call with OPG also called Patrick at disability rights to get copy of letter from OPG to Ward.  from Patrick at regarding letter - left VM with email address provided additional info fro review 2/3/202  Sent cautionary memo to public guardian and close out letter to complainant		phone	n/a	1/9/2021 and 1/12/2021	2/3/2021	n/a	Closed	2/3/2021
2021-010	21-036	1/8/2021			n/a	Other					Byers	Jolisa	Professional	1308		see compliant intake and email from complainant	5/13/21: MA- Complaint rec'd by on 1/8/21 Complaint was sent to legal on 1/22/21. Rec'd back from legal on 2/1/21. Due to being missed by complaint sent to SIA on 5/13/21. 7/12/21: MA- Sent COLs via email. 7/21/21: MA- COL to	A-	email	n/a	1/22/2021	2/1/2021	5/13/2021	Closed	7/12/2021
2021-011	n/a	1/18/2021			n/a	n/a					Harriford	Jonathan	Family	n/a	n/a	1/19/2021: Circuit Human Service Program Specialist sent completed regarding abuse as referral	complainant resent on 7/20/21 due to an error on the first letter.  1/19/2021 Appears to be family guardian issue and thus outside OPPG juris; called and left message complainant		email	n/a	n/a	n/a	n/a	Closed	n/a
2021-013	n/a	1/20/2021			n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1/21/2021 Left VM on 1/20/2021: Wanted file complaint againist for abuse and neglect of patients	to 1/21/2021 MS called back and verified that complaint was not againist guardian and provide website and TN for		Phone	n/a	n/a	n/a	n/a	Closed	n/a
						-	•							-					-					Open	
2021-014	n/a	1/22/2021				Neglect	n/a				Alacantara	Leysana	Public	1190		C. Gardner. 1/22/2021. Wants to file complaint or guardian who is neglecting the medical needs. Ongoing communciation and infomation from guardian on this complaint - see complaint file	sent additional response to OPPG complaints email.	Cameka Gardner	Phone	n/a	1/25/2021, 2/2/2021	1/27/2021	n/a	Closed	3/18/2021
						-																		Open	
2021-016	n/a	1/27/2021	Anynomus	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1/27/2021 OPPG recieved anoymus letter mail on 1/26/2021 that the guardian was seen receiving the	allegation and no contact information on letter or envelope		mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-017	n/a	1/28/2021		-		Other			-	-	Frances	Darren	Professional	1510		1/29/2021 - Guardian refuses to pay fo auto repair expenses for the ward upfront. Guardia refuses to allow the ward to from the back into the family home with spouse and son.	forwarded to legal for review. 2/21/2021		Phone	n/a	2/15/2021	2/24/2021	n/a	Closed	2/24/2021
2021-020	n/a	1/29/2021		-	n/a	n/a	n/a				Scalzi	Christopher	Professional	583		see complaint file	2/1/2021 : Complainant sent email with 3 attachments with cc to OPPG and others, not addressed to OPPG did review however no legal sufficiency determined, determined no closeout letter needed as not an official complaint		Email	n/a	2/1/2021	2/9/2021	n/a	Closed	n/a
2021-018	n/a	2/1/2021			NA	Other					Phillips	Kathleen	Professional	81		See complaint file	2/1/2021 Email from legal aide to call complainant, called and took complainant Sent to legal  2/21/2021 : Complaint sent fax to DOEA; was		Phone	n/a	2/1/2021	2/9/2021	n/a	Closed	2/12/2021
2021-019	21-012	2/1/2021			n/a	Other		n/a			Pittman	Kelly	Professional	27		see fax in complaint file	forwarded from switchboard; sent to legal 2/2/2021  : complainant called left vm on hotline re: complaint, returned call advs complaint rec'd via fax and would review 2/12/2021  complainnat sent additional information for review, sent to legal for review 2/22/2021 sent to SIA for investigation. 7/19/21: MA- COLs sent via email.		Fax		1 and 2021	2/15/2021	2/22/2021	Closed	7/19/2021
																								Open	
2021-021	21-007	2/2/2021				Financial Exploitation		n/a			Ballew	Elisa	Professional	186		See compliant file	2/2/2021 - Call to complainant, complaining received, sent to ED for review. Sent to legal and 2/11/2021 sent to SIA. 8/24/21:MA- COLs sent 8/24/21 via email to guardian and via mail to		Phone	n/a	2/2/2021	2/9/2021	2/11/2021	Closed	8/24/2021
																	complainant.							Open	
2021-042	n/a	2/4/2021				Financial Exploitation					Gray	Laura	Professional	1232		see complaint file	2/19/2021 - complaint email was in junk folder of complaint box; discovered on 2/18/2021; 2/24/2021 send 3 day letter for addl info per legal; 3/8/2021 Complainant did not respond to 3 day letter - also many allegations are duplicate of 2020-205 which is with SIA - No communication		Email	n/a	2/19/2021	2/24/2021	n/a	Closed	n/a
2021-024	n/a	2/5/2021			n/a	Financial Exploitation		n/a			n/a	n/a	n/a	n/a	n/a	Complainant stated Guardianship is taking money.	needed as still pending with SIA  2/5/2021. Complainant left voicemail on OPPG VM. C. Gardner returned call. Complainant does not spea English. Complainant will call back when	Comple Conduct	Phone	n/a	n/a	n/a	n/a	Closed	n/a
																	available to interpret for .								
																								Open	
2021-029	n/a	2/9/2021				Other					Rucker	Charlene	Professional	400		See complaint file	2/9/2021 - return call to complaint/ward who reports has moved from the and is currently residing in another facility- Ward called to follow up on complaint to ensure that rights will eventually be Ward was advised the complaint is still under investigation and reports since leaving the has allowed to leave on a few occassions to go into the community without assistance. also reports the Guardian has taken steps for to get and will be going to the bank soon to obtain it.		Phone	n/a	n/a	n/a	n/a	Closed	n/a
2021-026	n/a	2/9/2021		_		Financial Exploitation			_		Davila-Santiago	Beliz	Public	1190		See compliant file	2/9/2021 - 2 attempts to call complainant to take complaint, no answer both times, could not leave message, vml full. 2/9/2021 - call to complaint. Compliant recieved; report pulled. Intake and report summary sent to and for review. 2/9/2021 - Cas		Phone	n/a	2/9/2021	2/17/2021	n/a	Closed	3/5/2021
																	for review. 2/9/2021 Cas notes uploaded into file.								



## **COMPLAINT and INQUIRY LOG 2021**

DEPARTMEN	Status of Closed Open  Complainant Last Name Name Complainant First Name Name Complainant First Name Name Complainant First Name Name Complainant Phone Complainant Phone Complainant Address Complainant Phone Complainant Phone Name Complainant Phone Name Complainant Phone Name Name Complainant First Name Name Complainant First Name Complainant Fi														Staff logg	ing Method of	Court Case		Date Received Back			Date Close Out		
	Number 21-006	Date 2/9/2021		Name		Complaint	Complainant Phone		ward Last Name	ward First Name			Gulardian IVne			2/9/2021 : IG sent memo dated 1/13/21regarding findings due to complaint hotline	2/9/20221 : after discussion OPPG opened complaint regarding GDN 20-030 that IG already started investigating. 7/21/21: MA - Settlement signed on 7/16/21. COL sent to complainant on	Complaint	Number  n/a	Date Sent to Legal	Date Received Back From Legal 2/18/2021	2/19/2021	<b>Closed</b>	7/20/2021
																2/10/2021 - Complainant alleges the Guardian is not making decisions that are in the best interest of the Ward regarding management of the	7/20/21 via email.							
2021-028	21-010	2/9/2021	_			Other			_		Gardner	Riel	Professional	426		Ward's finances, the Guardian is not conducting quarterly visits, the Guardian has neglected to submit the Ward's first annual accounting to the court and i currently in contempt of court for not doing so, the Guardian is not considering the wishes of the ward demonstrated by petitioning the court to freeze the Ward's	taken unleaded to file and cent to	Phone	n/a	2/8/2021	2/18/2021	2/19/2021	Closed	8/6/2021
																Ward's account which would prevent the Wards , who are from receiving their inheritance upon the Ward's death.								
																	2/12/2021 CT 76914 email from complaint with letter from 2016 to AG from 2016; will review staff						Open	
2021-038	n/a	2/10/2021				Other	n/a		several	several	several	Several	n/a	n/a	n/a	see complaint file	atty communicated with complainant several times with no addl info to determine legal determination	Email	n/a	2/12/2021	3/16/2021	n/a	Closed	3/16/2021
																	2/11/2021. C. Gardner. Complainant left VM on OPPG Complaints mailbox. Staff C. Gardner returned call. Complainant originally thought							
2021-031	n/a	2/11/2021	-		n/a	n/a			n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	was under guardianship however after his research, he has determined that his not.  Complainant stated is denying is denying visitation and states the client is incapacitated and a Ward of the State. Complainant has contacted clerk of courts and they are unable to confirm this.	Sardner Phone	n/a	n/a	n/a	n/a	Closed	n/a
																	2/11/2021 omplaint sent email directly to sent several court files - very slim info in the							
2021-032	21-014	2/11/2021			n/a	Other	n/a		several Wards		Willis	Denise	Professional	407		see complaint file	body of email; then responded with attack of office; sent to legal for review 2/18/2021  Complainant sent addl info on 2/16 sent to legal for review **COMBINED w/2021-033. 7/20/21:MA- COL sent via email.	Email	n/a	2/12/2021	2/19/2021	2/25/2021	Closed	7/20/2021
2021-033	21-014	2/11/2021			n/a	Other					Willis	Denise	Professional	407		see complaint file	2/21/2021 - complaint sent court file no additional information or detail in the body of the email; did not name guardian; sent to legal for review **COMBINED w/2021-032. 7/20/21:MA- COL sent via email.	Email	n/a	2/12/2021	2/18/2021	2/25/2021	Closed	7/20/2021
2021-034	n/a	2/11/2021	-	-	n/a	Other		n/a	-		Belleu	Alice	n/a	n/a	n/a	See complaint file	2/11/2021 Referral from Governor CT - complaint did not name guardian that was registered - attempted to call number but was disconnected or no longer in service -	GOVCT	n/a	n/a	n/a	n/a	Closed	3/5/2021
2021-036	N/A	2/12/2021	-	_		Other				_	Sink	Ginette	Professional	909	_	2/12/21. Complainant alleges Guardian is not allowing Ward communication with family members and not providing pertinent medical information.	2/11/2021. Complainant left VM. 2/12/2021. C. Gardner returned call and received allegations. Complaint forwarded to Legal for review. 2/26/2021 - call to Guardian to discuss the complaint and ask followup questions.  3/8/2021 complainant called and returned call -	Gardner Phone	n/a	2/12/2021	2/24/2021	n/a	Closed	3/5/2021
																	02/12/2021. Complainant left VM. C. Gardner returned call and received allegations. 02/15/2021. Complaint forwarded to Legal for review.							
2021-039	N/A	2/12/2021				Other					Green	Cheryl	Professional	1344		See complaint file	3/4/2021 3 day letter sent 3/16/2021 sent close out letter and referral memo to email sents back error message, mailed copy of letter usps as well	Gardner Phone	n/a	2/15/2021	3/1/2021	n/a	Closed	3/16/2021
-				-						-									•				Open	
2021-041	n/a	2/16/2021			n/a	n/a					Phillips	Kathleen	Professional	81		see complaint file	2/18/2021 Recevied email in response to the close out letter for 2021-018 with attachment- sent to legal for review, determined same information from 2021-018 no new information; marking as inquiry, no close out letter needed	E-Mail	n/a	2/18/2021	2/26/2021	n/a	Closed	n/a
2021-040	n/a	2/17/2021	_	_	n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2/17/2021 - left vm on complaint line; returned call - general inquiry to find out if a ward had a guardian - advised would need to contact courts however guardianship proceedings are confidential; also asked if Joy Zernbellas was prof guardian - advised not registered prof guardian with	Phone	n/a	n/a	n/a	n/a	Closed	n/a
																	2/19/2021- Complainant LVM; returned the call and took complaint. Sent to legal for review. 3/2/2021 - contacted							
2021-043	n/a	2/19/2021				Financial Exploitation					Acceus	Rashal	n/a	n/a		Complainant alleges previous Guardian financiall exploited and physically abused	complainant via interpreter to obtain additional info.  also contacted for additional info. sent to review. 3/4/2021 for more additional info.  pulled report involving ward and requested a copy of	Phone	n/a	2/19/2021	3/16/2021	n/a	Closed	3/16/2021
																	police report from Police Dept. Sent memo to for review. 3/8/2021 ckson-PD Incident report recieved, uploaded and sent to for review. Subsequent PD report requested. 3/12/2021 - call to to obtain addt'l info. 3/16/2021 sent close out letter via							
2021-044	n/a	2/22/2021			n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	- n/a	2/22/2021 - returned complainants call, complainant reports father is not a ward and	Phone	n/a	n/a	n/a	n/a	Closed	n/a
2021-045	n/a	2/24/2021			n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2/24/2021 Complainant left vm on ED line	does not have a guardian. No jurisdiction.  has already made an report.  2/21/2021 returned call and complainant confirmed that does not have court appointed guardian; complaint was actual re the	Phone	n/a	n/a	n/a	n/a	Closed	n/a
	·										·					and complaint hotline re:	actions of attorney sought when in Florida traveling from home state of ; ED advise OPPG role and jurisdiction  2/24/2021 - sent to legal 2/24/2021; sent addl info to legal 3/2/2021  3/5/2021					·		
2021-046	n/a	2/24/2021		_		Other			_	_	n/a	n/a	Family	n/a		2/24/2021 see complaint file - referral from AG office - 3/2/2021 Complaint sent addl info to the AG which forwarded to OPPG - sent to legal for review	Complainant sent addl info for review sent to legal  3/8/2021 complainant sent addl info sent to legal  3/15/2021 addl info sent,  3/16/2021 additional info sent; complaint was re: geriatic care manager not guardian no OPPG	Referral from AG	i n/a	2/24/2021	3/17/2021	n/a	Closed	3/19/2021
2021-047	2/2	2/24/2021		_	70.60	Noglesh	7/0				St. Hillare	Terri	Professional	7/0			jurisdiction 3/19/2021 complainant mention attorney general was investigating and opened case. 5/12/21: MA- Refferal to OAG sent 4/2/21.	Fracil	n/a	2/25/2021	3/4/2021	7/0	Closed	3/8/2021
2021-047	n/a n/a	2/25/2021			n/a	Neglect Neglect	n/a			_	Barbour	Janet	Professional	n/a 134		The complainant alleges the guardian is not concerned with the safety of the ward by placing in a facility that does not want there and is not properly equipped to adequately care for the wards	review 3/10/2021 Staff to call ALE and ack	Email	n/a	2/25/2021 and 3/11/2021	3/16/2021	n/a n/a	Closed	3/16/2021
2021-050	n/a	2/26/2021			n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	needs.	2/26/2021 - returned complainants call. Complaint was not against a guardian nor was the subject of the complaint a ward. Complaint was against the complainants medical doctor.	Phone	n/a	n/a	n/a	n/a	Closed	n/a
																	Complainant advised to contact legal services or dept of health to obtain info on how to file a complaint against a medical doctor. No jurisdiction.							
																							Open	
							•				Program												Open	
2021-052	n/a	3/2/2021				Other					Brock	Theresa	Professional	1032		see complaint file	3/2/2021 - refer from Gov CT - sent to legal for review	GOV CT 77011	n/a	3/2/2021	3/2/2021	3/5/2021	Closed	3/31/2021
																	3/10/2021 complainant sent fax to OPPG - sent to legal for review 4/2/21 M. Austin: Sent to SIA						Open	
2021-054	21-023	3/9/2021			n/a	Other					Bennett	Cynthia Lee	Professional	1465		see complaint file for fax	sent to legal for review 4/2/21 M. Austin: Sent to SIA and to be combined with OPPG 2021-055. 7/20/21:  COL sent via email.  3/10/2021- return call to complainant. No	Fax	n/a	3/10/2021	3/30/2021	4/2/2021	Closed	7/20/2021
																Complainant alleger the	answer. LVM asking for return call.  3/12/2021- second attempt to reach the complainant. No answer. LVM.  Return call to Administrator of facility- received complaint. Sent to Legal for review.  3/22/2021- Call from complainant stating the							
2021-055	21-023	3/10/2021			n/a	Other					Bennett	Cynthia Lee	Professional	1465		Complainant alleges the Guardian is verbally abusive and not acting in best interest. Complainant alleges the guardian intimidates.	Guardian is starting to sell property. states the Guardian did not tell anything about selling property and when asked she stated it wasnt any of his business. states got this information from family. reports sister has an upcoming case against the Guardian- court hearing on April 6-	Phone	n/a	3/12/2021	3/30/2021	4/2/2021	Closed	7/20/2021
																	with Judge  . 4/2/21 M.Austin: Sent to  SIA and to be combined with OPPG 2021-054.  7/20/21:MA- COL sent via email.							
2021-056	n/a	3/12/2021				Other					Jerez	Sharmane	Family	n/a		n/a	3/12/2021- return call to complainant. Complaint is against family guardian. Complainant was advised to call in a report. Abuse Hotline information and instructions on how to make an abuse report to were given.	Phone	n/a	n/a	n/a	n/a	Closed	n/a
2021-058	N/A	3/12/2021			n/a	n/a		n/a			Cramer	John	n/a	n/a	n/a	death and doensnt want to sign then said go to trial. Says that guardian did not submit	3/12/2021 returned call advised could not provide legal advice, says passed away need assistance with summary adminstrative; had to abruplty get off phone mentioned would call backalthough needs to seek legal counsel	Phone	n/a	n/a	n/a	n/a	Closed	n/a
																to judge							Open	
2021-059	n/a	3/17/2021				Other					unknown	Jerome	n/a	n/a			3/17/2021- return call to complainant. No answer. Vml states number is to a cleaning service.  LVM anyway, asking for complainant to return call.  3/19/2021- return call from Complainant.  Complaint recieved. Sent to Legal.	Phone	n/a	3/19/2021	3/29/2021	n/a	Closed	3/31/2021
2021-060	n/a	3/22/2021			n/a	Other		n/a			n/a	n/a	n/a	n/a	n/a	n/a	3/22/21 M. Austin- Complaintant left voicemail 3/22/21 regarding ward's living arrangements and process of being able to have say in said arrangements. Complaintant was advised to talk to guardian regarding living arrangements.	Austin Phone	n/a	n/a	n/a	n/a	Closed	n/a



## **COMPLAINT and INQUIRY LOG 2021**

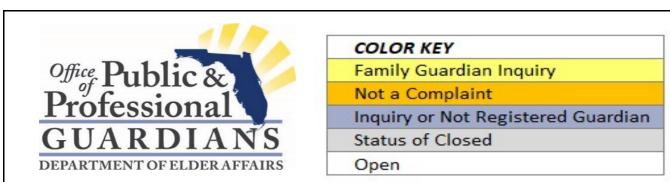
Inquiry or Not Registered Guardian Status of Closed Open  COMPLAINT and INQUIRY LOG 2021  OPPG Complaint SIA Investigation Number Number  OPPG Additional Comments  Complainant List Name OPPG Additional Comments  OPPG Additional Comments  OPPG Additional Comments  Staff logging Complaint Name OPPG Additional Comments  OPPG Additi																									
		<b>Date</b> 3/29/2021			Address	Complaint  Neglect	Complainant Phone	Address	Ward Last Name	ward First Name				Registration Number	Record n/a	Brief Description of Complaint  n/a	3/29/21 M. Austin- Complaintant left vm regarding wards living expsenses. Returned Complaintant's call;			lumber n/a	Date Sent to Legal	From Legal	Date Sent to SIA	Disposition L Closed	Date Close Out Letter Sent
																Complaintant left VM: complaintant wants to f	complaintant is now in contact with wards guardian. No COL needed due to complaint not fully being filed.  3/29/21- M. Austin- tried to return complaintant's call; however gives busy signal. 3/30/21 M.Austin-								
2021-062	n/a	3/29/2021			n/a	Neglect					Hartage	Homer	Professional	1335		complaint against nephew's guardian. Alleges the nephew is not safe under guardian's care.	learniaintant submitted complaint via amail Cont to	Michelle Austin	Phone	n/a	3/30/2021	4/12/2021	n/a	Closed	4/16/2021
		_	-	-		_			•	-									_	-				Open	
2021-066	n/a	4/6/2021	Anonymous	Anonymous	n/a	Other	n/a		several	Several	Several	Several	Professional	several	several	See complaint file	4/7/21: M.Austin - Complaintant sent email to GOV. Refered to office. Submitted to legal. 4/14/21: M.A -	Michelle Austin	Email	n/a	4/7/2021	4/12/2021	n/a	Closed	4/14/2021
														_			COL emailed.			_					
																								Open	
																								Open	
								-																Open	
2021-070	n/a	4/7/2021			n/a	Neglect	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	see email communication file folder	C Jones 4/12/2021 - Rcv'd email on 4/7/2021 indicated permanately leaving mother and left with 2 weeks of food and no longer wants "custody" No		Email	n/a	n/a	n/a	n/a	Closed	n/a
	.,, 2	7,7,2022			17.5		.,, 2		.,, с	.,, -	.,,,	.,, 2	77	.,,,	.,, 5		complaint or guardian mentioned but due to content referred to  4/7/2021 M.Austin- returned vm from complaintant. Complaint rec'd and notated. Sent to legal 4/8/2021.			.,, 2	.,, 2	.,, -	.,, 2		.,, с
2021-068	n/a	4/7/2021				Financial Exploitation		n/a			(Alpert Jewish) Parks	Lisa	Professional	1450		See complaint intake form	4/15/21: M. Austin: requested additional information. 4/22/21: MA- COL mailed.	Michelle Austin	Phone	n/a	4/8/2021	4/20/2021	n/a	Closed	4/22/2021
																								Open	
	-			-					-	-									-	-				Open	■ .
																								Open	
			-	-													M. Austin 4/15/21: Rec'd complaint via Fax.			•				Open	
2021-074	n/a	4/15/2021				Other					Woolridge	Thelma	Professional	1282		See complainant file		Michelle Austin	Fax	n/a	4/15/2021	4/27/2021	n/a	Closed	5/3/2021
-			-	-							s									•				Open	
2021-076	n/a	4/19/2021	_	_	n/a	Other					Leonard-Boyce	Lynda	Professional	22		See complaint intake form.	4/19/21: M. Austin- Returned vm left by complainant. Complaint rec'd and submitted to legal.  4/21/21: M. Austin- Email referral from OAG.	Michelle Austin	Phone	n/a	4/20/2021	5/7/2021	n/a	Closed	5/18/2021
2021-077	n/a	4/21/2021				Other		n/a			Unknown	n/a	n/a	n/a		See complaint file	Sumbitted to legal. 4/30/21: MA- Sent Complainant 3- Day letter to request more information. 5/10/21: MA- Complainant left VM over weekend regarding 3 Day letter for addl info request. Called back but rec'd no answer. VM left. 5/13/21:MA- Called complainant	Michelle Austin	Email	n/a	4/21/2021	5/14/2021	n/a	Closed	5/18/2021
																	again. Rec'd addl info. Complaint is against a family guardian and a judge. Advised on process to complete each complaint. 5/14/21:MA - Submitted addl info to legal. Rec'd back from legal. 5/18/21:MA-COL sent via mail.								
			_		_							_		_					_	_				Open	_
					•				_			_		•						-				Орен	-
2021-078	N/A	4/26/2021		lo		Other					Brail	Harriet (Vicki)	Professional	72		See complaint file.	4/27/21: M.Austin- Complaint rec'd via mail on 4/26/21. Submitted to legal. 5/6/21:MA- Rec'd back from legal. 5/7/21: MA- COL sent via email.  4/28/21: M.A Complaint rec'd via phone call.		Mail	n/a	4/27/2021	5/6/2021	n/a	Closed	5/7/2021
2021-079	N/A	4/28/2021			n/a	Other					Francis	Darrin	Professional	1510		See complaint Intake form	Submitted to Legal. 5/12/21: COL sent via email.	Michelle Austin	Phone	n/a	4/28/2021	5/6/2021	n/a	Closed	5/12/2021
2021-080	n/a	5/5/2021						n/a			Willis	Denise	Professional	407		See complaint file.	5/5/21: MA- Complaint rec'd via email via IG. Complaint reviewed by Legal. Sumitted to SIA.	Michelle Austin	E-Mail	n/a	5/5/2021	5/5/2021	5/5/2021	Closed	7/22/2021
2021-060	Пуа	3/3/2021						Пуа			Willis	Definse	FIOIESSIONAL	407		See complaint me.	7/22/21: MA - COL sent via email.  5/7/21: MA- Rec'd via Senator Office referral on 5/6/21. Called complainant for addl info. No answer.	Withelie Austin	L-iviali	II/ a	3/3/2021	3/3/2021	3/3/2021	Closed	7/22/2021
2021-083	n/a	5/10/2021	_	_	n/a	Other				_	Schrum	Lynn	Professional	1570		See complaint intake form.	VM left. 5/10/21: MA- VM rec'd from complainant. Returned call and rec'd complaint. Complainant made allegations about as well. Complainant was given complaint number as well. 5/12/21: MA- Submitted to Legal. 5/24/21:MA- Rec'd from Legal. 5/26/21:MA- COL sent via email.	Michelle Austin	Phone	n/a	5/12/2021	5/24/2021	n/a	Closed	5/26/2021
																	5/12/21-MA: Complaint taken via phone with staff attorney in office. Complainat called back to give								
2021-084	n/a	5/12/2021	_	-		Financial Exploitation		n/a	_	-	Alpert	Jewish Family	Professional	1450		See complaint intake form.	addl info. 5/14/21: MA- submitted to legal. 5/18/21: MA- Addl info requested from Legal for Guardian. 5/20/21:MA- Call guardian. No answer. VM left. 5/21/21:MA- Called guardian again. Spoke to Director. Rec'd addl info. 5/24/21:MA- Submitted addl info to Legal. 5/25/21:MA- Rec'd back from	Michelle Austin	Phone	n/a	5/14/2021	5/18/21 & 5/25/21	n/a	Closed	6/4/2021
																	Legal. Legal to draft COL. 6/3/21:MA- Rec' letter back from Legal. 6/4/21:MA- COL edits made by ED.  Letter sent via mail.								
2021-086	n/a	5/17/2021		-	n/a	Other		n/a	_		unknown	Dana	Family	n/a	n/a	See complaint file.	5/18/21:MA- Complaint came in via fax on 5/17/21. Called complainant to confirm it is a family member that is the guardian. Advised to call Ward's local clerk office to begin process on filing a complaint on family guadian. Also was given hotline number.	Michelle Austin	Fax	n/a	n/a	n/a	n/a	Closed	n/a
2021-085	21-042	5/17/2021			n/a	Other					Tritt	Heather	Professional	1542		See complaint file.	5/17/21- MA: Complaint rec'd via email. Submitted to Legal same day. 5/20/21: MA- Complainat submitted addl info. Submitted to legal. 5/24/21; Rec'd back from Legal. 5/25/21: Complainant	Michelle Austin	E-Mail	n/a	5/17/2021	5/24/2021	5/27/2021	Closed	6/30/2021
						Financial											submitted addl info. Submitted to Legal. Rec'd back same day. 5/27/21:MA- Submitted to SIA  5/26/21:MA- Reviewed vm rec'd on 5/14/21 on								
2021-089	n/a	5/17/2021			n/a	Financial Exploitation					Lee County	Public Guardian, Inc.	Public	233		See complaint file.	5/17/21. Returned call 5/20/21; no answer. Called again on 5/25/21, spoke to complainant and rec'd full details of complaint. Submitted to legal.	Michelle Austin	Phone	n/a	5/26/2021	6/22/2021	n/a	Closed	6/30/2021
-		_	_	-					-					•					-	•			_	Open	
2021-090	n/a	5/21/2021				Other					Carpenter	Allison	Professional	38		See complaint file.	5/26/21: MA- Rec'd vm on 5/21/21. Returned call and recorded complaint. Submitted complaint to legal.	Michelle Austin	Phone	n/a	5/26/2021	6/4/2021	n/a	Closed	6/7/2021
2021-092	n/a	5/25/2021				Financial					Pollock	Mary	n/a	n/a		n/a	5/25/21:MA- Rec'd vm from complainant. 5/27/21:MA- Spoke to complainant and rec'd full	Michelle Austin	Phone	n/a	n/a	n/a	n/a	Closed	n/a
	.,, 2					Exploitation						,	.,, -	.,,			details of complaint. Guardianship was prior to 2016, explained to complainant.					.,, 0	.,, 0		
2021-093	n/a	5/26/2021			n/a	Other					n/a	n/a	Family	n/a	n/a	See complaint file.	5/27/21:MA- Rec'd complaint on 5/26/21 via email. Reviewed complaint. Submitted to ED for further review. 6/1/21: MA- Complaint is about family guardian. No jurisdiction; no further action	Michelle Austin	E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-094	n/a	6/1/2021				Other		n/a			n/a	n/a	Family	n/a	n/a	See complaint file	6/2/21:MA- Reviewed faxed complaint rec'd 6/1/21. Complaint is about and 6/4/21:MA- Sent response letter. No jurisdiction.	Michelle Austin	Fax	n/a	n/a	n/a	n/a	Closed	n/a
												•								•				Open	
2021-103	n/a	6/4/2021			n/a	Financial Exploitation			Pons	n/a	n/a	n/a	n/a	n/a	n/a	See complaint file.	n/a	Michelle Austin	Senator Referral	n/a	n/a	n/a	n/a	Closed	n/a
																	6/4/21:MA- Rec'd complaint via OAG Referral. Submitted to Legal same day. 6/10/21: MA- Legal requested addl info from Guardian. 6/11/21: MA-Called Guardian to discuss. No answer; left VM and sent follow up email to schedule time. Time								
2021-096	n/a	6/4/2021				Neglect		n/a			Program of Dade County	Guardianship (Aijeleth)	Public	1190		See complaint file.	scheduled for Monday 6/14/21. 6/14/21:MA- Called guardian regarding addl infomation requested. Guardian requested time to fully review file for specifics for questions. Rescheduled for 6/15/21. 6/15/21:MA- Rec'd answers via email. Called	Michelle Austin	E-Mail	2015GA002533	6/4/2021	6/25/2021	n/a	Closed	6/30/2021
																	guardian to ask one addition question. Submitted answers to Legal same day. 6/16/21:MA- Legal requested two more addl questions. 6/22/21:  Requested time with guardian for follow-up questions. questions also sent to guardian via email.  Time scheduled for 6/23/21. 6/25/21:MA- Rec'd back								
																	from Legal. 6/30/21:MA - Sent COLs via email to guardian and via mail to complainant.								
2021-097	n/a	6/7/2021				Neglect					Kramer	Cindy	Professional	464		See complaint file.	OPPG has previously spoken with complainant in	Michelle Austin	E-Mail	n/a	6/7/2021	6/9/2021	n/a	Closed	n/a
																	length and detail, as well as referred to SAO. No OPPG follow-up required.  6/9/2021:MA- Rec'd complaint via emailed Gov CT on 6/8/2021 Reviewed by ED. Addl info needed.								
2021-098	n/a	6/8/2021			n/a	Other	n/a				Not Named	Not Named	Professional	n/a	n/a	See complaint file.	6/11/21:MA- Sent 3-day addl letter sent via email. 6/17/21:MA- No response rec'd from complainant. 6/18/21:MA- Send COL via email. 6/15/21: Complaint rec'd from Clerk's IG office via	Michelle Austin	E-Mail, Gov CT	n/a	n/a	n/a	n/a	Closed	44365
2021-100	21-046	6/9/2021				Other		n/a			Nagele	Margaret	Professional	873		See complaint file.	omail on 6/0/21 Logal cold 7/21/21: NAA	Michelle Austin	E-Mail	n/a	6/15/2021	6/16/2021	n/a	Closed	7/20/2021



## COMPLAINT and INOUIRY LOG 2021

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GUA DEPARTMEN	SSIONAL RDIAN NT OF ELDER AFE	₹S st	quiry or Not Re atus of Closed pen		dian								IT and		RY LOG 2	2021									
OPPG Complaint S Number	SIA Investigation Number	Date	Complainant Last Name	Complainant Fir	rst Complainant Address	Type of Complaint	Complainant Phone	e Address	Ward Last Name	Ward First Name		Guardian First Name	Guardian Type	Guardian Registration Number	Guardianship County of Record	Brief Description of Complaint	OPPG Additional Comments	Staff logging complaint	Method of Complaint	Court Case Number	Date Sent to Legal	Date Received Back From Legal	Date Sent to SIA	<b>Disposition</b> Open	Date Close Out Letter Sent
														_										Open	
2021-102	n/a	6/15/2021			n/a	Neglect			n/a	n/a	Hayes	Jatonnia	n/a	n/a		See complaint file.	6/15/21:MA- rec'd complant via email. Complaint is not about a professional guardian. Advised on OPPG jusrisdiction and given information on and and	Michelle Austin	E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
																	complaint contact info.								
	-		-	-		-				-				-					-					Open	-
														_					_	_				Onon	_
														-					-					Open	-
																	6/22/21: MA- Rec'd two vm from complainant 6/21/21. Returned complainant call and took complaint. 6/24/21:MA- Complaint submitted to legal. 6/29/21:MA- Requested additional information from guardian. Guardian was not available, voicemail								
2021-105	n/a	6/22/2021				Other		n/a			North Florida Office	of The Public Guardian	Public	236		See complaint file.	was full, sent email follow up to schedule time.  7/2/2021 - return call to complainant.  Complainant states is not available- states is at  Bingo and asked that i call back in 30 minutes.  7/2/2021 - Second call to the complainant-  complainant wanted a follow-up- complainant was		Phone	n/a	6/24/2021	8/4/2021	n/a	Closed	8/4/2021
2021-103	Пуа	0/22/2021				Other		II/ a			North Florida Office	or the Public Guardian	Fublic	230		see complaint file.	informed that complaint is still pending and will receive a letter in the mail informing of the outcome when it is closed. 7/7/12:MA- rec'd addl info requested from guardian. Submitted to legal. 7/22/21: MA - Legal requested addl info from both		FIIONE	II/ a	0/24/2021	6/4/2021	II) a	Closed	8/4/2021
																	guardian and ward on 7/14/21. Guardian responded on 7/19/21. Ward has been left several messages. No response. 8/4/21:MA - COL sent to complainant via mail. 8/13/21:MA - Caution Memo sent to Guardian via Email.								
														•					-					Open	
2021-108	n/a	6/28/2021	-	_		Other	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	See complaint file.	6/28/21:MA- rec'd complaint in via mail. Complaint was not pertaining to a guardian. Outside of OPPG jurisdiction; sent to numerous agencies. No further action requried.	Michalla Austin	Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-107	n/a	6/28/2021	s			Other	n/a	n/a			Kaufman	Dana	n/a	n/a	n/a	See complaint file.	6/28/21:MA- rec'd complaint in via mail. Complaint was not pertaining to a guardian. Submitted to legal for review due to manner of complaint. 7/1/21:MA - Rec'd complaint back from legal. 7/7/21:MA-		Mail	n/a	6/29/2021	7/1/2021	n/a	Closed	n/a
																	Submitted report.  6/28/21:MA- Spoke to complainant. Rec'd complaint. 6/30/21:MA- Spoke to complainant again; added to								
2021-109	n/a	6/28/2021				Other		n/a			Aging	Solutions	Public	34		See complaint file.	complaint. 7/2/21:MA- Submitted complaint to legal. 7/8/21:MA- Rec'd complaint back from legal. 7/12/21:MA- COL mailed to complainant.  6/30/21:MA- Rec'd complaint via webform		Phone	n/a	7/2/2021	7/8/2021	n/a	Closed	7/12/2021
2021-110	n/a	6/29/2021	Anonymous	n/a	n/a	Neglect	n/a	n/a			Watson	Billie Jo	n/a	n/a	n/a	See complaint file.	submission on 6/29/21. No contact information left.  Complaint not of a registered guardian. 7/2/21:MA- submitted report due to nature of complaint.	IVIICIIEIIE Austiii	Webform	n/a	n/a	n/a	n/a	Closed	n/a
2021-112	n/a	6/30/2021				Financial Exploitation					Felinton	Mindy	n/a	n/a	n/a	See complaint file	6/30/21:MA- Rec'd complaint via OAG referral.  Complaint is concerning an Elder Law Attorney and not a professional guardian.	Michelle Austin	Referral	n/a	n/a	n/a	n/a	Closed	n/a
2024 444		7/2/2024		_													7/2/2021 call to complainant. No answer. LVM asking for return call. 8/2/21: MA -		Dhara					Open	
2021-114	n/a	7/2/2021			n/a	n/a		n/a	unknown	unknown	Fuentes	Sara	n/a	n/a	n/a	n/a	Complaint not rec'd. Unable to reach complainant. If Complainant calls back a new complaint number will be issued.  7/2/2021 - return call to complainant.		Phone	n/a	n/a	n/a	n/a	Closed	n/a
2021-115	n/a	7/2/2021		_		Other		n/a		_	North Florida Office	of the Public Guardian	Public	237		See complaint file 2021-105	Complainant states he is not available- states is at Bingo and asked that i call back in 30 minutes.  7/2/2021 - Second call to the complainant-complainant wanted a follow-up- complainant was		Phone	n/a	n/a	n/a	n/a	Closed	n/a
																	informed that complaint is still pending and will receive a letter in the mail informing of the outcome when it is closed.  7/7/21: MA- Complainant spoke to on								
2021-116	n/a	7/2/2021	_	-		Neglect		n/a		_	Allen	Frank	n/a	n/a		See complaint file.	7/2/21. took down complaint. MA transferred complaint to intake form on 7/7/21. Sent to legal for review. 7/22/21: MA- Rec'd addl info via email on 7/21/21. Submitted to legal same day. 8/4/2021:MA - COL sent to complainant via mail.		Phone	n/a	7/7/2021	7/16/2021	n/a	Closed	8/4/2021
												_		_										Open	
										_		_		_			7/9/21: MA- Rec'd complaint via webform on 7/7/21.			_					_
2021-117	n/a	7/7/2021		_		Other			n/a		Consulate Health Care	n/a	n/a	n/a		See complaint file.	Complaint about facility. Responded to complaint via email with info to 7/15/21: MA- Upon review of email box, noticed email was stuck in draft. Email response sent today.	Michelle Austin	Webform	n/a	n/a	n/a	n/a	Closed	n/a
2021-118	n/a	7/12/2021	_			Other			n/a	n/a	n/a	n/a	n/a	n/a		See complaint file.	7/15/21: rec'd complaint in via webform on 7/12/21. Complaint was not pertaining to a guardian but to a particular business. Outside of OPPG jurisdiction; No further action requried.	Michelle Austin	Webform	n/a	n/a	n/a	n/a	Closed	n/a
2021-119	n/a	7/13/2021	_	-		Other				_	Miller	Maureen	Professional	1503		See complaint file.	7/15/21: MA- rec'd complaint in via webform on 7/13/21. Complaint sent to legal. 7/21/21: MA- sent COL via email.	Michelle Austin	Webform	n/a	7/15/2021	7/20/2021	n/a	Closed	7/21/2021
2021-120	n/a	7/19/2021			n/a	Neglect			Unknown	Unknown	Unknown	Joseph	n/a	n/a		See compaint file.	7/22/21:MA - Rec'd complaint as a CT via email on 7/19/21. Attempted to call on 7/20/21 but no answer. Vm left. Due to phone issues on 7/20/21, second call attempt made 7/22/21. No answer; VM left. Complainant returned call. Complainant did not know guardian's full name. Did not want to file a full		E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
	-7-	1,20,202											7-				know guardian's full name. Did not want to file a full complaint. Complainant stated they will try to communicate directly with the guardian first before lodging a full complaint. Because of the concerns of the complaint hotline was given.			.,, 2	77.	.,, 5	-7 -		.,,
				-					-															Open	
																			_					Open	
																								Open	
																			•					Open	
2021-127	n/a	7/28/2021				Other					Calley, P.A.	David Craig	n/a	n/a		See complaint file.	7/30/21: MA- Complaint rec'd as a Gov CT on 7/28/21. From intial review complaint is not about a registered guardian. Submitted to Legal to concur	Michelle Austin	Gov- CT	n/a	7/30/2021	8/9/2021	n/a	Closed	8/20/2021
																	findings. 8/9/21:MA- Rec'd back from Legal. 8/20/21:MA COL sent via email.								
																								Open	
						Financial											8/5/21:MA- Rec'd complaint via email as OAG refferal. Complaint appears to be about Attorney and Clerk's office. Sent to ED for further review. 8/16/21: MA- spoke to complainant to request additional								
2021-130	n/a	7/30/2021				Financial Exploitation					n/a	n/a	Family	n/a		See complaint file.	MA- spoke to complainant to request additional information. Guardian on record is a family guardian. Advised complainant to contact the Clerk's office and inquire about a court monitor as OPPG does not have jurisdiction on family guardians.		E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
2																								Open	
																								Open	
																								Open	
2021-132	n/a	8/4/2021				Other					Eddi	Llana	n/a	n/a		See complaint file.	8/6/21:MA- Rec'd complaint via webform on 8/4/21.  Complaint is not about a registered professional guardian.		Webfom/E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-135	n/a	8/10/2021				Financial Exploitation					Talamas	Elizabeth	Family	n/a		See complaint file.	guardian.  8/11/21: MA- Complaint rec'd via mail on 8/10/21.  Complaint is regarding family Complainant rec'd office info from OAG. Complainant has already initiated case with and Local PD. 8/20/21:MA -	Michelle Austin	Mail	n/a	n/a	n/a	n/a	Closed	n/a
						2.3341011											Spoke to complainant via phone to answer follow- up questions.								
																								Open	
														•										Open	
2021-136	n/a	8/12/2021	Anonymous		n/a	Financial Exploitation	N/A	n/a			Johnson	Jerome	n/a	n/a		See complaint file.	8/12/21: MA- anonymous complaint submitted on non registered guardian. No means of contact to request additional information.		Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-137	n/a	8/13/2021		-		n/a					Byers	JoLisa	Professional	1308	n/a	See complaint file.	8/16/21:MA - Rec'd complaint in via mail on 8/13/21. Called complainant to clarify if it was indeed a complaint. Complainant was seeking legal advice. Gave FL Bar info, both via phone and by email.	Michelle Austin	Mail	n/a	n/a	n/a	n/a	Closed	n/a
2021-139	n/a	8/16/2021		-	s, FL 32163	Other	n/a	n/a			Ritter	Amanda	Professional	1035		See complaint file.	8/16/21:MA- Complaint rec'd from DOEA IG. Complaint is approx. 450 pages. 8/23/21: Sent to legal for review. 8/27/21:MA- Rec'd back from legal. 9/8/21: MA - COL sent via mail.	Michelle Austin	IG Referral	n/a	8/23/2021	8/27/2021	n/a	Closed	9/8/2021
2021-138	n/a	8/17/2021				Neglect					n/a	n/a	n/a	n/a		See complaint file.	8/17/21: MA- Rec'd both VM and Webform submission from complainant. Called complainant back to get more information regarding complaint. Complaint is regarding a facility and not a guardian.	Michelle Austin	Webform and Phone	n/a	n/a	n/a	n/a	Closed	n/a
																	Complaint is regarding a facility and not a guardian.  Gave the complainant the info for								



## **COMPLAINT and INQUIRY LOG 2021**

DEPARTME	ENT OF ELDER AFFA	AIRS Op	en								CON	VIFLAII	VI allu		IRY LUG	2021									
OPPG Complaint Number	SIA Investigation Number	Date	Complainant Last Name	Complainant First	t Complainant Address	Type of Complaint	Complainant Phon	Complainant Email Address	Ward Last Name	Ward First Name	Guardian Last Name	Guardian First Name	Guardian Type	Guardian Registration Num	Guardianship County of ber Record	f Brief Description of Complaint	OPPG Additional Comments	Staff logging complaint	Method of Complaint	Court Case Number	Date Sent to Legal	Date Received Back From Legal	Date Sent to SIA	Disposition	Date Close Out Letter Sent
																								Open	
				-															-	-				Open	-
2021-143	n/a	8/23/2021		-	n/a	Other			_		Grey	Katrina	n/a	n/a		n/a	8/23/21:MA - Spoke to complainant via phone. Complaint is not on a registered guardian. 8/25/21:MA- Due to nature of complaint, was filed.	Michelle Austin	Phone	n/a	n/a	n/a	n/a	Closed	n/a
2021-146	n/a	8/23/2021				Neglect					Lewis Seymour	Princella	n/a	n/a		See complaint file.	8/24/21:MA- Complaint was rec'd on 8/23/21 via email. Complaint is not pertaining to a registered guardian. 8/25/21:MA- Due to nature of complain report was file.	Michelle Austin	E-Mail	n/a	n/a	n/a	n/a	Closed	n/a
																								Open	
																								Open	
	-		-	-					-			_		•						•				Open	•
2021-147	n/a	8/24/2021			n/a	Neglect					n/a	n/a	n/a	n/a		See complaint file.	8/25/21:MA- Complaint was rec'd on 8/24/21 via webform. Complaint is not pertaining to a register guardian but is about a facility. Sent info on filing complaint with	ed Michalla Austin	Webform	n/a	n/a	n/a	n/a	Closed	n/a
2021-148	n/a	8/24/2021			3	Other		N/A			Quattrocki	Laine	Professional	1454		n/a	8/25/21:MA- Complainant left VM on 8/23/21. Returned call. Numbers left were numbers to the facility. The facility informed me that the Complainant was no longer a resident at the facilit No other means of contact. If the Complainant cal back a new complaint number will be issued.	Michelle Austin	Phone	n/a	n/a	n/a	n/a	Closed	n/a
																				•				Open	•
																								Open	
																								Open	
2021-152	n/a	9/8/2021			n/a	Other			unknown	unknown	n/a	n/a	n/a	n/a	n/a	n/a	9/8/2021 - Returned call to complainant Complainant reports does not have a guardian. Complainant's allegations are against the facility where resides. Complainant state has already contacted the and h done so multiple times in the past as well. state is never informed of the outcome from the reports. Complainant states wanted info on options for and was given the OPPGs number by 2-1-1. Complainant was given the Elde Hotline number and provided information on how request a copy of a closed investigation report	e e e e e e e e e e e e e e e e e e e	Phone	n/a	n/a	n/a	n/a	Closed	n/a
2021-153	n/a	9/8/2021			n/a	Other		<u>n/a</u>	unknown	unknown	n/a	n/a	n/a	n/a	n/a	n/a	9/8/2021 - Returned call to complainant Complainant reports parents do not have a guardian but inquired about guardianship for parents. Explained they would have to be determined incapacitated by the courts and provid with contact information for the public guardianship office in their area- also gave her the number for the Elder Hotline.	ed	Phone	n/a	n/a	n/a	n/a	Closed	n/a

Statutorily required redactions have been made to this document pursuant to Ch. 744, Florida Statutes, specifically ss. 744.2104(2) and 744.2111, Fla. Stat. Also, redactions have been made pursuant to ss. 119.071(2)(c), 119.071(5)(b), 415.107(1), and 430.207, Fla. Stat.