**Section 400.130 Complaint Withdrawal**

A request to withdraw a complaint may be made to the Central Complaint Registry in writing or by telephone. The original caller or agency must make the request.

a) The name, address, telephone number and relationship of the caller will be verified.

b) The identity of the reported facility will be determined, as well as the date and approximate time of the call.

c) All residents involved and the allegations made will be identified.

d) The reason for the request to withdraw the complaint will be requested.