An unannounced complaint and Facility Reported Incident (FRI) survey was conducted onsite 10/6/20 and offsite through 10/8/20. The complaint intake included 2 allegations, one allegation was unsubstantiated and the other allegation was substantiated but did not result in a citation. The FRI allegation was also substantiated but did not result in a citation. See Event # 8W1511.