

**2C.12 Complaints investigated.**

1. The citizens' aide may receive a complaint from any source concerning an administrative action. The citizens' aide shall conduct a suitable investigation into the administrative actions complained of unless the citizens' aide finds substantiating facts that:

- a. The complainant has available another remedy or channel of complaint which the complainant could reasonably be expected to use.
- b. The grievance pertains to a matter outside the citizens' aide power.
- c. The complainant has no substantive or procedural interest which is directly affected by the matter complained about.
- d. The complaint is trivial, frivolous, vexatious, or not made in good faith.
- e. Other complaints are more worthy of attention.
- f. The citizens' aide resources are insufficient for adequate investigation.
- g. The complaint has been delayed too long to justify present examination of its merit.

2. The citizens' aide may decline to investigate a complaint, but shall not be prohibited from inquiring into the matter complained about or into related problems at some future time.

[C73, 75, 77, 79, 81, §601G.12]

C93, §2C.12

2008 Acts, ch 1032, §201