

**135C.37 Complaints alleging violations — confidentiality.**

A person may request an inspection of a health care facility by filing with the department, certified volunteer long-term care ombudsman, or the office of long-term care ombudsman, a complaint of an alleged violation of applicable requirements of [this chapter](#) or the rules adopted pursuant to [this chapter](#). A person alleging abuse or neglect of a resident with a developmental disability or with mental illness may also file a complaint with the protection and advocacy agency designated pursuant to [section 135B.9](#) or [section 135C.2](#). A copy of a complaint filed with a certified volunteer long-term care ombudsman or the office of long-term care ombudsman shall be forwarded to the department. The complaint shall state in a reasonably specific manner the basis of the complaint, and a statement of the nature of the complaint shall be delivered to the facility involved at the time of the inspection. The name of the person who files a complaint with the department, certified volunteer long-term care ombudsman, or the office of long-term care ombudsman shall be kept confidential and shall not be subject to discovery, subpoena, or other means of legal compulsion for its release to a person other than department employees involved in the investigation of the complaint.

[C77, 79, 81, §135C.37]

[84 Acts, ch 1227, §3](#); [85 Acts, ch 186, §2](#); [89 Acts, ch 241, §3](#); [89 Acts, ch 321, §28](#); [91 Acts, ch 107, §4](#); [99 Acts, ch 129, §6](#); [2005 Acts, ch 45, §1](#); [2010 Acts, ch 1062, §1](#); [2013 Acts, ch 18, §11](#)

Referred to in [§135C.38](#), [135C.40](#), [135C.46](#), [135C.48](#)