

**2C.12 Complaints investigated.**

1. The ombudsman may receive a complaint from any source concerning an administrative action. The ombudsman shall conduct a suitable investigation into the administrative actions complained of unless the ombudsman 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 ombudsman's 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 ombudsman's resources are insufficient for adequate investigation.

g. The complaint has been delayed too long to justify present examination of its merit.

2. The ombudsman 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](#); [2013 Acts, ch 10, §14](#)