

**2C.16 Recommendations to agency.**

1. The ombudsman shall state recommendations to an agency, if, after having considered a complaint and whatever material the ombudsman deems pertinent, the ombudsman finds substantiating facts for any of the following:

- a. A matter should be further considered by the agency.
- b. An administrative action should be modified or canceled.
- c. A rule on which an administrative action is based should be altered.
- d. Reasons should be given for an administrative action.
- e. Any other action should be taken by the agency.

2. If the ombudsman requests, the agency shall, within twenty working days notify the ombudsman of any action taken on the recommendations or the reasons for not complying with them.

3. If the ombudsman believes that a law resulted in an administrative action which is unfair or otherwise objectionable, the ombudsman shall notify the general assembly concerning desirable statutory change.

[C73, 75, 77, 79, 81, §601G.16]

C93, §2C.16

[2008 Acts, ch 1031, §3](#); [2013 Acts, ch 10, §18](#); [2014 Acts, ch 1092, §1](#)