

**2C.13 No investigation — notice to complainant.**

If the ombudsman decides not to investigate, the complainant shall be informed of the reasons for the decision. If the ombudsman decides to investigate, the complainant and the agency shall be notified of the decision. After completing consideration of a complaint, whether or not it has been investigated, the ombudsman shall without delay inform the complainant of the fact, and if appropriate, shall inform the agency involved. The ombudsman shall on request of the complainant, and as appropriate, report the status of the investigation to the complainant.

[C73, 75, 77, 79, 81, §601G.13; [82 Acts, ch 1026, §2](#)]

C93, §2C.13

[2005 Acts, ch 19, §4](#); [2013 Acts, ch 10, §15](#)