

**CITIZENS' AIDE[141]**

(OMBUDSMAN)

[Prior to 3/30/94, see Citizens' Aide[210]]

[Rules published 3/30/94 exempt from Iowa Code chapter 17A pursuant to Iowa Code section 2C.9(5). These rules were also published in the 3/30/94 IAB as authorized by the ARRC pursuant to Iowa Code section 17A.6(1) "c." ]

**CHAPTER 1  
ORGANIZATION**

- 1.1(2C) Authority and function
- 1.2(2C) Location and access
- 1.3(2C) Composition and duties of staff

**CHAPTER 2  
PROCEDURES**

- 2.1(2C) Definitions
- 2.2(2C) Intakes
- 2.3(2C) Institutional contacts
- 2.4(2C) Preliminary review and inquiry
- 2.5(2C) Criteria for investigation
- 2.6(2C) Decision not to investigate
- 2.7(2C) Decision to investigate
- 2.8(2C) Investigations
- 2.9(2C) Subpoenas
- 2.10(2C) Hearings to examine witnesses
- 2.11(2C) Disposition after investigation
- 2.12(2C) Investigative reports
- 2.13(2C) Annual reports
- 2.14(2C) Referral for disciplinary or criminal action
- 2.15(2C) Privileges and immunities
- 2.16(2C) Penalties for obstruction

**CHAPTER 3  
INFORMATION PRACTICES**

- 3.1(2C,22) Definitions
- 3.2(2C,22) Statement of policy
- 3.3(2C,22) Requests for access to records
- 3.4(2C,22) Access to confidential records
- 3.5(2C,22) Requests to treat record as confidential
- 3.6(2C,22) Additions, dissents or objections to records
- 3.7(2C,22) Notice to suppliers of information
- 3.8(2C,22) Release to subject
- 3.9(2C,22) Consensual disclosure of confidential records
- 3.10(2C,22) Disclosure without consent of subject
- 3.11(2C,22) Availability of records
- 3.12(2C,22) Personally identifiable information
- 3.13(2C,22) Other groups of records
- 3.14(2C,22) Data processing systems
- 3.15(2C,22) Applicability

CHAPTER 4  
RULE MAKING

- 4.1(2C) Applicability
- 4.2(2C) Adoption of rule
- 4.3(2C) Contents, style, and form of rule

CHAPTER 5  
PETITIONS FOR RULE MAKING

- 5.1(17A) Petition for rule making
- 5.2(17A) Agency consideration

CHAPTER 6  
DECLARATORY RULINGS

- 6.1(17A) Petition for declaratory rulings
- 6.2(17A) Agency consideration
- 6.3(17A) Refusal to issue ruling
- 6.4(17A) Declaratory rulings