

CHAPTER 1
ORGANIZATION

[Prior to 3/30/94, see 210—Chapter 1]

141—1.1(2C) Authority and function. The office of the citizens' aide/ombudsman was established by the general assembly in 1972 and is charged with the responsibility to investigate complaints from any persons regarding administrative actions of Iowa state or local governmental agencies and to render objective opinions or recommendations on the complaints, in the interests of resolving complaints and improving administrative processes and procedures. In addition to the powers and duties specified in Iowa Code chapter 2C, the office of citizens' aide/ombudsman shall investigate complaints received pursuant to Iowa Code section 23A.4 and serve on the child support enforcement program advisory committee pursuant to Iowa Code section 252B.18.

141—1.2(2C) Location and access. The office of citizens' aide/ombudsman is located at the Ola Babcock Miller Building, 1112 E. Grand Avenue, Des Moines, Iowa 50319. The office can be reached at the following numbers: telephone (515)281-3592, Iowa WATS 1-888-426-6283 (1-888-IA-OMBUD), TDD/TTY (515)242-5065, and fax (515)242-6007. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday, except designated state holidays.

141—1.3(2C) Composition and duties of staff.

1.3(1) Staff. The office of citizens' aide/ombudsman is composed of the following staff positions:

a. Citizens' aide/ombudsman. The citizens' aide/ombudsman is appointed by the legislative council pursuant to Iowa Code section 2C.3. The citizens' aide/ombudsman shall meet the qualifications specified in Iowa Code section 2C.4 and serve for the term of office provided in Iowa Code section 2C.5. The citizens' aide/ombudsman employs and supervises all staff in the positions and at the salaries authorized by the legislative council.

b. Deputy citizens' aide/ombudsman. The citizens' aide/ombudsman shall designate one of the members of the staff as the deputy citizens' aide/ombudsman. The deputy citizens' aide/ombudsman shall act as the citizens' aide/ombudsman when the citizens' aide/ombudsman is absent from the state or becomes disabled, or when the position of citizens' aide/ombudsman is vacant, until the vacancy is filled by the legislative council.

c. Legal counsels. The legal counsels shall provide legal advice, assistance, and representation to the citizens' aide/ombudsman and members of the staff in matters pertaining to their authority and duties and shall perform other assigned duties.

d. Assistant for corrections. The assistant citizens' aide/ombudsman for corrections is primarily responsible for investigating complaints relating to penal and correctional agencies, and performs other assigned duties.

e. Assistants. The assistant citizens' aide/ombudsmen receive intakes, investigate complaints, and perform other assigned duties.

f. Support staff. The support staff performs secretarial, clerical, and other assigned duties.

1.3(2) Delegation of authority or duties. The citizens' aide/ombudsman may delegate to any staff member any authority or duties of the citizens' aide/ombudsman, except the duty of making formal recommendations to agencies or reports to the governor or the general assembly.

These rules are intended to implement Iowa Code section 2C.9(5).

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