

CHAPTER 1  
ORGANIZATION

[Prior to 3/30/94, see 210—Chapter 1]

Chapter exempt from chapter rescission pursuant to Iowa Code section 17A.7

**141—1.1(2C) Authority and function.** The office of 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 ombudsman shall investigate complaints received pursuant to Iowa Code section 23A.4.

[Adopted and published 10/26/16 pursuant to Iowa Code section 2C.9(5), effective 11/1/16; Adopted and published 6/2/21 pursuant to Iowa Code section 2C.9(5), effective 6/2/21]

**141—1.2(2C) Location and access.** The office of ombudsman is located at the Ola Babcock Miller Building, 1112 E. Grand Avenue, Des Moines, Iowa 50319. The office website is [www.legis.iowa.gov/Ombudsman](http://www.legis.iowa.gov/Ombudsman). The office can be reached at the following numbers: telephone (515)281-3592, 1-888-426-6283 (1-888-IA-OMBUD), and TDD/TTY (515)242-5065, and fax (515)242-6007. The office can also be reached by electronic mail at [ombudsman@legis.iowa.gov](mailto:ombudsman@legis.iowa.gov). Office hours are 8 a.m. to 4:30 p.m., Monday through Friday, except designated state holidays.

[Adopted and published 10/26/16 pursuant to Iowa Code section 2C.9(5), effective 11/1/16]

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

**1.3(1) Staff.** The office of ombudsman is composed of the following staff positions:

*a. Ombudsman.* The ombudsman is appointed by the legislative council pursuant to Iowa Code section 2C.3. The 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 ombudsman employs and supervises all staff in the positions and at the salaries authorized by the legislative council.

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

*c. Legal counsel.* The legal counsel shall provide legal advice, assistance, and representation to the 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 ombudsman for corrections is primarily responsible for investigating complaints relating to penal and correctional agencies, and performs other assigned duties.

*e. Assistants.* The assistant ombudsmen receive and 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 ombudsman may delegate to any staff member any authority or duties of the ombudsman, except the duty of making formal recommendations to agencies or reports to the governor or the general assembly.

[Adopted and published 10/26/16 pursuant to Iowa Code section 2C.9(5), effective 11/1/16]

These rules are intended to implement Iowa Code sections 2C.3(2), 2C.6, 2C.9(6), 23A.4, and 217.3A(3).

[Filed 12/15/75, Notice 10/20/75—published 12/29/75, effective 2/2/76]

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