

**141—2.9(2C) Investigations.**

**2.9(1) *Methods.*** The ombudsman may use any one or more of the following methods in conducting an investigation:

- a.* Review applicable laws, rules, regulations, and policies;
- b.* Request a statement from an agency providing reasons for taking an administrative action;
- c.* Make informal verbal or written inquiries to an agency and other persons for assistance or information;
- d.* Take testimony from any person as provided under rule 141—2.11(2C).
- e.* Examine and copy records or documents of an agency;
- f.* Enter and inspect without advance notice any premises within an agency's control;
- g.* Attend administrative hearings or proceedings;
- h.* Issue a subpoena to compel a person to provide sworn testimony or to produce relevant records or documents;
- i.* Hold private hearings;
- j.* Convene a public hearing as a forum to obtain public input or comment on a subject of general or broad public concern;
- k.* Any other method determined appropriate by the ombudsman.

**2.9(2) *Ex parte communications.*** A communication or receipt of information by the ombudsman or any person in the course of an investigation shall not be considered an *ex parte* communication as described in Iowa Code section 17A.17.

**2.9(3) *Status reports.*** The ombudsman shall report the status of an investigation to the complainant upon request of the complainant or whenever it is deemed appropriate.

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