

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.