

141—2.4(2C) Preliminary review and inquiry.

2.4(1) *Review of complaint.* The citizens' aide/ombudsman shall review and consider each complaint to determine if it is within the citizens' aide/ombudsman's jurisdiction, if it is an appropriate subject for investigation, and if it warrants an investigation, under the criteria in rule 2.5(2C).

2.4(2) *Preliminary inquiry.* The citizens' aide/ombudsman may make a preliminary inquiry to obtain information for the purpose of making the determination required in subrule 2.4(1). A preliminary inquiry may utilize any of the methods available for investigations under subrule 2.8(1). However, a preliminary inquiry shall not be considered an investigation.

2.4(3) *Resolution without investigation.* If, in the course of a preliminary inquiry on the complaint, an agency provides an explanation or response, or takes an action which resolves the complaint, the citizens' aide/ombudsman may decline to investigate the complaint. The citizens' aide/ombudsman shall inform the complainant regarding the resolution of the complaint. However, the resolution of a complaint during a preliminary review and inquiry does not preclude the citizens' aide/ombudsman from conducting an investigation into the complaint.