

141—2.8(2C) Investigations.

2.8(1) *Methods.* The citizens' aide/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.* Examine and copy records or documents of an agency;
- e.* Enter and inspect without notice any premises within an agency's control;
- f.* Attend administrative hearings or proceedings;
- g.* Issue a subpoena to compel a person to provide sworn testimony or to produce relevant records or documents;
- h.* Hold private hearings as provided under rule 2.10(2C);
- i.* Convene a public hearing as a forum to obtain public input or comment on a subject of general or broad public concern;
- j.* Any other method determined appropriate by the citizens' aide/ombudsman.

2.8(2) *Ex parte communications.* A communication or receipt of information by the citizens' aide/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.

2.8(3) *Status reports.* The citizens' aide/ombudsman shall report the status of an investigation to the complainant upon request of the complainant or whenever it is deemed appropriate.