

191—24.6(523D) Complaints.

24.6(1) The division of insurance may receive and process each complaint made against any facility or provider which alleges certain acts or practices which may constitute one or more violations of the provisions of the Act. Where appropriate, complaints may be referred, in whole or in part, to other agencies. Any member of the public or the industry, or any federal, state, or local officials, may make and file a complaint with the commissioner. Complaints may be received from sources outside the state of Iowa and processed in the same manner as those originating in Iowa.

24.6(2) Before the division takes any action on a complaint, the facility or provider will be provided with a summary of information set forth in the complaint and an opportunity to provide a response to the allegations. If required by the division of insurance, complaints shall be made in writing on forms prescribed and provided by that division.