

Dubuque County

Board of Supervisors

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The Office of Ombudsman was established by and operates under the authority of [Iowa Code Chapter 2C](#). The office has adopted rules, [Iowa Administrative Code \[141\]](#), regarding the office's organization, practices and procedures.

The Office of Ombudsman serves as an independent and impartial agency to which citizens can air their grievances about government. By facilitating communications between citizens and government and making recommendations to improve administrative practices and procedures, the Ombudsman promotes responsiveness and quality in government.

The Ombudsman has authority to investigate complaints about Iowa state and local government, with certain exceptions. The Ombudsman attempts to resolve most problems informally. Following an investigation, the Ombudsman may make findings and recommendations and publish a report.

The toll-free number for the State Ombudsman's office is: 1-888-426-6283 and the fax is 515-242-6007

Their office is located at:

Write or Visit

Office of Ombudsman

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ombudsman@legis.iowa.gov

