

Approved by: J. Kate Burkhart, Ombudsman	Policy # 4030	Page 1 of 1
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Chapter: Procedures	Subject: Investigations Defined	

## 4030 INVESTIGATIONS DEFINED

### AS 24.55.160 Investigation procedures

(a) In an investigation, the ombudsman may:

- (1) make inquiries and obtain information considered necessary;
- (2) enter without notice to inspect the premises of an agency, but only when agency personnel are present;
- (3) hold private hearings; and
- (4) notwithstanding other provisions of law, have access at all times to records of every agency, including confidential records, except sealed court records, production of which may only be compelled by subpoena, and except for records of active criminal investigations and records that could lead to the identity of confidential police informants.

*An investigation is a thorough and systematic attempt to learn all the facts about a complaint and any directly related policy issues.* A complete and accurate investigation describes the factual basis of the allegations, examines the principles relevant to making a finding, and defines an appropriate and effective remedy.

An effective ombudsman investigation is:

- Fair and objective;
- Conducted without preconception, bias, or assumptions;
- Prompt;
- Thorough; and
- Confidential.

An effective ombudsman investigation provides sufficient evidence and analysis to support a finding based on a preponderance of the evidence and to inform well-reasoned and meaningful recommendations for resolution.