

**MICHIGAN VETERANS' FACILITY OMBUDSMAN (EXCERPT)**  
**Act 198 of 2016**

**4.774 Commencement of investigation by ombudsman; interview; conditions; establishment of procedures.**

Sec. 4.

(1) The ombudsman may commence an investigation upon his or her own initiative or upon receipt of a complaint from a complainant concerning an administrative act, medical treatment of a resident veteran, or a condition existing at a facility that poses a significant health or safety issue for which there is no effective administrative remedy or is alleged to be contrary to law or departmental policy. The ombudsman may interview any of the following individuals whom the ombudsman considers necessary in an investigation:

- (a) An individual employed by or retained under contract by the department.
- (b) An individual employed by or retained under contract by a private contractor that operates a facility that houses resident veterans.

(2) Subject to approval of the council, the ombudsman shall establish procedures for receiving and processing complaints, conducting investigations, holding hearings, and reporting the findings resulting from the investigations.

**History:** 2016, Act 198, Eff. Sept. 20, 2016