§ 523-i. Conduct and scope of investigations. The office of the ombudsman may investigate grievances and complaints pertaining to youth residing in facilities operated by the office brought to the attention of the office of the ombudsman from any source, and may in pursuing its investigation visit any facility operated by the office at any time, without prior notice. Facility directors and facility staff shall cooperate with the investigation. At an ombudsman's request, the staff of a facility shall inform the residents of the ombudsman's availability on site or on premises. An ombudsman shall have access to any resident on request, and the facility shall provide a suitable room, if so requested, for private counseling. An ombudsman shall have the right to inspect the facility, visit all areas and observe all parts and aspects of the facility program. An ombudsman shall interview facility staff during regular hours of employment whenever feasible. An ombudsman shall have access to all books, records, logs, reports, memoranda and any and all other materials or written documents pertaining to office facilities in the possession of the office, or its facilities. An ombudsman may copy or make reference to any such report, document, memorandum, log entry or other material or written document and, unless such item is confidential pursuant to statute, may include a copy in his or her report. Consistent with applicable laws and regulations, the confidentiality of records and documents obtained must be maintained by the office of the ombudsman.