§ 523-j. Office of the ombudsman reports. The office of the ombudsman shall submit regular reports, at least monthly, which shall contain information regarding major grievances, complaints received and other matters needing attention. The reports shall include a recitation of the issue or complaint, a brief statement of facts, and the conclusions and recommendations of the office of the ombudsman, and such other items of information as the office of the ombudsman shall deem appropriate. The reports shall be forwarded unaltered by the office of the ombudsman to the commissioner and other appropriate office officials, and to the independent review board. When the facility director has conducted an investigation into the matters reported by the office of the ombudsman, the findings or response of such facility director shall be included in the office of the ombudsman's report.