GUIDE TO FREEDOM OF INFORMATION LAW

FOR CHARTER SCHOOLS AUTHORIZED BY THE STATE UNIVERSITY OF NEW YORK BOARD OF TRUSTEES
INTRODUCTION

Charter schools, like other public schools, must provide access to the public to certain records in accordance with the New York Freedom of Information Law (“FOIL”). FOIL makes the workings of state and local government and charter schools more transparent. FOIL outlines the process by which records may be requested, and the instances where access may be denied. The full text of FOIL can be accessed on the website of the Committee on Open Government (“COOG”) at www.dos.ny.gov/COOG/.

This guidance describes a charter school education corporation’s obligations under FOIL by applicable charter agreement provision(s), applicable laws and regulations, discussion, and responsible tasks. Responsible tasks include items the board of trustees and school leadership should include in an annual compliance review.

If you have any questions regarding the information provided in this guidance please contact the legal department of the SUNY Charter Schools Institute.
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A. Applicable Charter Agreement Provision

The following images show the applicable provision from the Model Charter Agreement:

- Section 7.2, Freedom of Information and Open Meetings Laws.

7.2 Freedom of Information and Open Meetings Laws. The Education Corporation shall maintain and implement policies in order to ensure that it is in compliance with Articles Six (“FOIL”) and Seven (“Open Meetings Law”) of the New York Public Officers Law and all corresponding regulations.

(a) The Education Corporation shall: (i) issue FOIL “regulations” in accordance with the regulations of the Committee on Open Government; (ii) maintain a FOIL policy for each school accessible to parents; and (iii) post and have accessible the required notices and lists, as applicable, set forth in Article 6 of the Public Officers Law.

B. Applicable Laws and Regulations

- New York Education Law (“Education Law”) § 2854(1)(e)
- New York Public Officers Law (“Public Officers Law”) Article 6

C. FOIL Discussion

i. Records

Under FOIL, the education corporation must produce certain records. Records are defined as:

any information kept, held, filed, produced or reproduced by, with or for an agency or the state legislature, in any physical form whatsoever including, but not limited to, reports, statements, examinations, memoranda, opinions, folders, files, books, manuals, pamphlets, forms, papers, designs, drawings, maps, photos, letters, microfilms, computer tapes or discs, rules, regulations or codes.\(^1\)

Records include any and all formats including electronic, audio, video, etc.

If the education corporation has not created a record, or is not required to create one, then the education corporation is under no obligation to create a document or record to answer the request. Only those records which the education corporation keeps and maintains are subject to disclosure under FOIL.\(^2\) If a document does not, or is not required to, exist the education corporation must still respond to the request by simply stating that there is no responsive document to the specific inquiry. FOIL imposes no obligation to translate, explain the content, or create a new document, but a record must be made available in the manner requested (electronic/paper) if the education corporation is reasonably able to do so.

\(^1\)Public Officers Law § 86(3). An “agency,” in this case, is an education corporation.

FOIL DISCUSSION

FOIL requires the education corporation to keep certain records. Those records include:

- A list or “record of the final vote of each member [education corporation trustee] in every proceeding in which the member votes.”\(^3\) Education corporations can meet this requirement by properly reflecting trustee votes in meeting minutes kept pursuant to the New York Open Meetings Law;
- A“record setting forth the name, public office address, title and salary of every officer or employee of the agency,”\(^4\) including the education corporation trustees;\(^5\)
- an annually updated and prominently dated list, by subject matter, of all records in the possession of the education corporation, whether or not available under [FOIL].\(^6\) This list must be posted on the education corporation’s website and the posting must be linked to the COOG website. One way to compile such a list is to chart the various areas of school operations and then list what documents each area creates or receives. The list may contain for example some or all of the following:\(^7\)

  - Student Health Records*
  - Student Immunization Records*
  - Student Medical Records*
  - Student Accident Reports*
  - Safety Records
    - School SAVE Plan
    - Reports of Fire Department Inspections
  - School Contracts
    - Management Contract Records
    - Outside Contract Records
    - Students with Disabilities Contractor Records*
  - Personnel Files*
    - Generally*
    - Fingerprint Clearance Records*
    - Certification Records*

ii. **Policy and Notice Requirements**

The education corporation must adopt and implement a FOIL policy and provide proper notice of its FOIL procedures to the public in both a physical location and on its website. The education corporation may use the model policy provided by the COOG also available in Appendix A. This policy shall provide information regarding the purpose of the policy, the designation of the records access officer and the process followed to comply with FOIL.

The education corporation must also post in each school site a public notice regarding FOIL providing:

- “The locations where records shall be made available for inspection and copying.

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\(^3\)Public Officers Law § 87(3)(a).
\(^4\)Public Officers Law § 87(3)(b).
\(^5\)The trustees’ work address should be listed as the office of the education corporation set forth in the by-laws and their salary should be listed as zero.
\(^6\)Public Officers Law § 87(3)(c).
\(^7\)All categories marked with an asterisk may contain personal and confidential or other information that should not be released pursuant to FOIL, the Family Educational Rights and Privacy Act or the Individuals with Disabilities Education Act (which are exceptions to FOIL). For more information, regarding information exempt from FOIL consult Public Officers Law §§87(2) and 89(2), and the Personal Privacy Protection Act, POL § 91 and the sections that follow.
• The name, title, business address, and business telephone number [and email address] of the designated records access officers.

• The right to appeal by any person denied access to a record and the name and business address of the person or body to whom an appeal is to be directed.\textsuperscript{8}

The education corporation may use the model notice provided by the COOG also available in Appendix B.

The education corporation must post information related to FOIL on its website. This information must include, at a minimum, contact information for the persons from whom records of the agency may be obtained, the times and places such records are available for inspection and copying, and information on how to request records in person, by mail, and, if the school accepts requests for records electronically, by e-mail. This posting must be linked to the website of the COOG at https://www.dos.ny.gov/coog.\textsuperscript{9}

iii. FOIL Procedure

The education corporation’s policy for responding to FOIL request must include appropriate procedures as follows:

1) Within \textbf{5 business days} of receiving a written FOIL request, the education corporation must:
   a. make such record available;
   b. deny such request in writing; or,
   c. furnish a written acknowledgement of the receipt of such request and a statement with the approximate reasonable date (within 20 business days) such request will be granted or denied.

2) designation of the times and places such records are available for inspection;

3) appointment of a records access officer from whom records may be obtained; and

4) set fees for copies not to exceed 25 cents per page.

The request cannot be denied on the basis that is burdensome or too costly. If circumstances prevent the education corporation from providing the records within 20 business days of the date of the acknowledgement of the request (not the date of the request), the education corporation must state, in writing:

1) the reason it is not able to provide the record within the 20 business days; \textbf{and},

2) a date certain \textbf{(not} an approximate date) by which some or all of the records requested will be provided, which must be “reasonable under the circumstances.”\textsuperscript{10}

Occasionally a request can seem broad or overly burdensome to fulfill. The education corporation may ask for clarification of the request, but cannot deny the request based on the encumbrance of fulfilling that request. Undue hardship and/or a shortage of employees does not relieve a public entity from its obligations under the FOIL.\textsuperscript{11} To be valid, a request “must reasonably describe the record” sought, such that you can locate what is requested.

The education corporation must provide the records on the medium requested if reasonable.\textsuperscript{12} Additionally, if the request seeks the records in an electronic format, the format must not be encrypted.\textsuperscript{13} Failure to respond or appropriately follow the procedures as set forth under FOIL provides the FOIL requestor ability to
sue the education corporation through an Article 78 proceeding in state court for which the FOIL requestor may be awarded attorney’s fees.

iv. Denied Requests

The education corporation may deny access to the records that:

• are specifically exempted from disclosure by state or federal statute;
• if disclosed would constitute an unwarranted invasion of personal privacy;
• if disclosed would impair present or imminent contract awards or collective bargaining negotiations;
• are trade secrets or are submitted to an agency by a commercial enterprise or derived from information obtained from a commercial enterprise and which if disclosed would cause substantial injury to the competitive position of the subject enterprise;
• are compiled for law enforcement purposes and which, if disclosed, would:
  − interfere with law enforcement investigations or judicial proceedings;
  − deprive a person of a right to a fair trial or impartial adjudication;
  − identify a confidential source or disclose confidential information relating to a criminal investigation; or
  − reveal criminal investigative techniques or procedures, except routine techniques and procedures;
• if disclosed could endanger the life or safety of any person;
• are inter-agency or intra-agency materials (see section vii) which are not:
  − statistical or factual tabulations or data;
  − instructions to staff that affect the public;
  − final agency policy or determinations; or
  − external audits, including but not limited to audits performed by the comptroller and the federal government;
• are examination questions or answers which are requested prior to the final administration of such questions; and,
• if disclosed, would jeopardize the capacity of an agency or an entity that has shared information with an agency to guarantee the security of its information technology assets, such assets encompassing both electronic information systems and infrastructures.\(^{14}\)

If the request requires a list of names and addresses, the school may require the requestor to provide written certification that this information will not be used for solicitation or fund-raising purposes, or be sold or made available to others who could use the information for such purposes. This is the only time that the education corporation may inquire as to the reason for the request.

v. Appeal

If a FOIL request is partially or fully denied, the requestor has 30 days to file an appeal in writing to the person or entity designated in the policy, who then must fully explain in writing to the requestor the reasons for

\(^{13}\) Public Officers Law § 87(5)(a).
\(^{14}\) Id.
further denial within 10 business days or provide access to the record sought. Additionally, the education corporation must immediately forward a copy of the appeal and response to the COOG.\textsuperscript{15} If the decision of the appeal is to still deny the request, the FOIL requestor may sue the education corporation through an Article 78 proceeding in state court within four months of the appeal denial.

Not following the FOIL appeal procedures set forth in Public Officers Law subdivision 89(4)(a) constitutes a denial of the FOIL appeal for purposes of allowing the FOIL requester to bring an Article 78 proceeding. A negative determination in an Article 78 proceeding could result in attorneys’ fees and litigation costs being assessed against the school. Attorneys’ fees and litigation costs will be assessed against a school that fails to respond to a request or appeal within the statutory time.

\textbf{vi. Unwarranted Invasion of Personnel Privacy}

\textit{Adult Privacy}

A more cited FOIL exception applies to documents that would cause an “unwarranted invasion of personal privacy” if they were released to the public. There are two different standards under this exception: one for ordinary private persons, and one for public officers and employees. For ordinary persons, the standard is measured by what a reasonable person of ordinary sensibility would consider an invasion of privacy. For public officers, a group that for this purpose includes charter school teachers and staff, the standard is much lower due to their accountability to the public. Therefore, information about charter school employees relating to their duties must be made available in response to a FOIL request. This includes information related to the hiring and firing of teachers, as well as substantiated claims of misconduct that affect an employee’s status. Salaries, years of service, position requirements, general educational background (degrees—not grades, etc.), and anything else related to the function of the position should also be disclosed. The disclosure of unsubstantiated charges of misconduct, on the other hand, has been considered by courts to be an unwarranted invasion of privacy, so they need not be included in reports made public under FOIL.

\textit{Student Privacy}

The federal Family Educational Rights and Privacy Act (“FERPA”) gives parents (or students over the age of 18) the right to obtain copies of their children’s (or their own) educational records, and forbids schools from disclosing personally-identifying information about students without their parents’ consent (or their own consent, if the student is over 18). FERPA applies to any education agency or institution that participates in any federal funding or loan program, which means it covers all public schools and a large portion of private schools and universities as well.

FOIL does not cover information that is specifically exempted by state or federal law including FERPA and its regulations. Therefore, student information cannot be made available under FOIL that would run afoul of FERPA and its regulations. It is important to note that “personally-identifying” has been interpreted to be much broader than just basic information like name and address. If you have a situation where it is unclear whether records requested through FOIL contain information protected by FERPA and you aren’t sure how to proceed, you should consult the COOG or a lawyer.

Charter schools’ personnel are required to report suspected or actual incidents of abuse or neglect both in school and outside of school. There are very specific records that must be maintained by the school, but as those records are essentially proof that the report was made, they are maintained by school leadership.

\textsuperscript{15}Public Officers Law § 89(4)(a)
and not in the student’s file; therefore they are not considered educational records subject to FERPA. Given privacy concerns, individual abuse reports are not subject to FOIL. Records or statistics on reporting would be public unless it would make a particular student’s identity “traceable.”

Information about a student’s disability including an Individualized Education Plan, referrals to the Committee on Special Education, and records of related service providers falls under FERPA and it protected by the Individuals with Disabilities Education Act (“IDEA”) and its regulations. In particular 34 C.F.R. § 300.623 charges every charter school with protecting personally identifiable information of students with disabilities. Information about an employee’s disability is protected by FOIL as privacy information.

vii. Inter-agency or intra-agency materials

The second important FOIL exception is intra-agency communications consisting of advice, opinions, suggestions, or recommendations. The exception exists as a recognition that staff opinions are of a different nature than final agency actions, and that agencies can often make better decisions by having an environment in which staffers can express opinions without being subject to public disapproval. It is important to note that statistical or factual tabulations of data do not fit under this exception (neither do instructions to staff affecting the public, final agency policies or determinations, or external audits), even if those tabulations include some aspect of opinion or suggestion. Courts have held this to be a very strict distinction, such that evaluations that would be exempt as opinion if done using descriptive terminology have been held to be FOILable if done using a numerical rating system (e.g. teacher evaluation records). For this reason, it is important for schools to be aware of the nature of the systems they may use for internal evaluations.

The courts also understand that sometimes agencies don’t have the internal staff to accomplish what they need; therefore, outside consultant findings are treated as intra-agency communications. They are not subject to FOIL if they contain ideas, recommendations, or advice, but are FOILable if they contain statistical or factual information or instructions that affect the public. Please note that your authorizer is a governmental agency covered by FOIL, and, therefore, communications with your authorizer would fall into this exception category.

viii. Costs

The education corporation may only charge up to 25 cents per page for paper copies up to 9”x14” or the actual cost of larger copies plus postage. For electronic records, if it will take more than two hours to complete the request, you may charge a fee based on the hourly wage of the lowest paid employee capable of doing the work in addition to the cost of any electronic medium such as CDs or flash drives (some records are too large to email) and applicable postage. If such work needs to be sent out because the school does not have the capability to fulfill the request, then the actual cost would be charged. Such fees can be estimated and charged upon receipt of the request.
RESPONSIBLE TASKS

D. Responsible Tasks

- Adopt FOIL Policy and Regulations.
- Designate FOIL/Records Access Officer.
- Post physical and web-based Notices with weblink to COOG.
- Ensure there is a record of all trustee votes.
- Create a record setting forth the name, public office address, title and salary of every officer or employee of the education corporation.
APPENDIX A - MODEL RULE

PUBLIC ACCESS TO RECORDS OF (INSERT EDUCATION CORPORATION NAME)

Section 1: Purpose and scope

a) The people’s right to know the process of government decision-making and the documents and statistics leading to determinations is basic to our society. Access to such information should not be thwarted by shrouding it with the cloak of secrecy of confidentiality.

b) These regulations provide information concerning the procedures by which records may be obtained.

c) Personnel shall furnish to the public the information and records required by the Freedom of Information Law, as well as records otherwise available by law.

d) Any conflicts among laws governing public access to records shall be construed in favor of the widest possible availability of public records.

Section 2: Designation of records access officer

a) The Board of Trustees is responsible for insuring compliance with the regulations herein, and designates the following person(s) as records access officer(s):

_________________________________________________________________
(Job title or name)                                           (Business address)
(when requests are accepted via e-mail, e-mail address)
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

b) The records access officer is responsible for insuring appropriate agency response to public requests for access to records. The designation of a records access officer shall not be construed to prohibit officials who have in the past been authorized to make records or information available to the public from continuing to do so.
The records access officer shall ensure that agency personnel:

1. Maintain an up-to-date subject matter list.
2. Assist persons seeking records to identify the records sought, if necessary, and when appropriate, indicate the manner in which the records are filed, retrieved or generated to assist persons in reasonably describing records.
3. Contact persons seeking records when a request is voluminous or when locating the records involves substantial effort, so that personnel may ascertain the nature of records of primary interest and attempt to reasonably reduce the volume of records requested.
4. Upon locating the records, take one of the following actions:
   • make records available for inspection; or,
   • deny access to the records in whole or in part and explain in writing the reasons therefor.
5. Upon request for copies of records:
   • make a copy available upon payment or offer to pay established fees, if any, in accordance with Section 8; or,
   • permit the requester to copy those records.
6. Upon request, certify that a record is a true copy; and
7. Upon failure to locate records, certify that;
   • (insert name of agency or municipality) is not the custodian for such records, or
   • the records of which (insert name of agency or municipality) is a custodian cannot be found after diligent search.

**Section 3: Location**

Records shall be available for public inspection and copying at:

(Location)_________________________________________________________
(Address)_________________________________________________________
_________________________________________________________________
_________________________________________________________________
(Location)_________________________________________________________
(Address)_________________________________________________________
_________________________________________________________________

**Section 4: Hours for public inspection**

Requests for public access to records shall be accepted and records produced during school hours.

These hours are:____________________________________________________
Section 5 Requests for public access to records:

a) A written request may be required, but oral requests may be accepted when records are readily available.

b) If records are maintained on the internet, the requester shall be informed that the records are accessible via the internet and in printed form either on paper or other information storage medium.

c) A response shall be given within five business days of receipt of a request by:

1. informing a person requesting records that the request or portion of the request does not reasonably describe the records sought, including direction, to the extent possible, that would enable that person to request records reasonably described;
2. granting or denying access to records in whole or in part;
3. acknowledging the receipt of a request in writing, including an approximate date when the request will be granted or denied in whole or in part, which shall be reasonable under the circumstances of the request and shall not be more than twenty business days after the date of the acknowledgment, or if it is known that circumstances prevent disclosure within twenty business days from the date of such acknowledgment, providing a statement in writing indicating the reason for inability to grant the request within that time and a date certain, within a reasonable period under the circumstances of the request, when the request will be granted in whole or in part; or
4. if the receipt of request was acknowledged in writing and included an approximate date when the request would be granted in whole or in part within twenty business days of such acknowledgment, but circumstances prevent disclosure within twenty business days of such acknowledgment, providing a statement in writing within twenty business days of such acknowledgment specifying the reason for the inability to do so and a date certain, within a reasonable period under the circumstances of the request, when the request will be granted in whole or in part.

d) In determining a reasonable time for granting or denying a request under the circumstances of a request, personnel shall consider the volume of a request, the ease or difficulty in locating, retrieving or generating records, the complexity of the request, the need to review records to determine the extent to which they must be disclosed, the number of requests received by the agency, and similar factors that bear on the ability to grant access to records promptly and within a reasonable time.

e) A failure to comply with the time limitations described herein shall constitute a denial of a request that may be appealed. Such failure shall include situations in which an officer or employee:

1. fails to grant access to the records sought, deny access in writing or acknowledge the receipt of a request within five business days of the receipt of a request;
2. acknowledges the receipt of a request within five business days but fails to furnish an approximate date when the request will be granted or denied in whole or in part;
3. furnishes an acknowledgment of the receipt of a request within five business days with an approximate date for granting or denying access in whole or in part that is unreasonable under the circumstances of the request;
4. fails to respond to a request within a reasonable time after the approximate date given or within twenty business days after the date of the acknowledgment of the receipt of a request;
5. determines to grant a request in whole or in part within twenty business days of the acknowledgment of the receipt of a request, but fails to do so, unless the agency provides the reason for its inability to do so in writing and a date certain within which the request will be granted in whole or in part;
6. does not grant a request in whole or in part within twenty business days of the acknowledgment of the receipt of a request and fails to provide the reason in writing explaining the inability to do so and a date certain by which the request will be granted in whole or in part; or
7. responds to a request, stating that more than twenty business days is needed to grant or deny the request in whole or in part and provides a date certain within which that will be accomplished, but such date is unreasonable under the circumstances of the request.

Section 6 Subject matter list:

a) The records access officer shall maintain a reasonably detailed current list by subject matter of all records in its possession, whether or not records are available pursuant to subdivision two of Section eighty-seven of the Public Officers Law.

b) The subject matter list shall be sufficiently detailed to permit identification of the category of the record sought.

c) The subject matter list shall be updated annually. The most recent update shall appear on the first page of the subject matter list.

Section 7 Denial of access to records:

a) Denial of access to records shall be in writing stating the reason therefor and advising the requester of the right to appeal to the individual or body established to determine appeals, [who or which] shall be identified by name, title, business address and business phone number.

b) If requested records are not provided promptly, as required in Section 5 of these regulations, such failure shall also be deemed a denial of access.

c) The following person or persons or body shall determine appeals regarding denial of access to records under the Freedom of Information Law:

(name) _________________________________________________________
(job title) __________________________________________________________
(business address) ___________________________________________________
(phone#) __________________________________________________________
d) Any person denied access to records may appeal within thirty days of a denial.

e) The time for deciding an appeal by the individual or body designated to determine appeals shall commence upon receipt of a written appeal identifying:
   1. the date and location of requests for records;
   2. a description, to the extent possible, of the records that were denied; and
   3. the name and return address of the person denied access.

f) A failure to determine an appeal within ten business days of its receipt by granting access to the records sought or fully explaining the reasons for further denial in writing shall constitute a denial of the appeal.

g) The person or body designated to determine appeals shall transmit to the Committee on Open Government copies of all appeals upon receipt of appeals. Such copies shall be addressed to:

   Committee on Open Government
   Department of State
   One Commerce Plaza
   99 Washington Avenue, Suite 650
   Albany, NY 12231

h) The person or body designated to determine appeals shall inform the appellant and the Committee on Open Government of its determination in writing within ten business days of receipt of an appeal. The determination shall be transmitted to the Committee on Open Government in the same manner as set forth subdivision (f) of this section.

Section 8 Fees:

a) There shall be no fee charged for:
   1. inspection of records;
   2. search for records; or
   3. any certification pursuant to this part.

b) Copies may be provided without charging a fee.

c) Fees for copies may be charged, provided that:
   1. the fee for copying records shall not exceed 25 cents per page for photocopies not exceeding 9 by 14 inches. This section shall not be construed to mandate the raising of fees where agencies or municipalities in the past have charged less than 25 cents for such copies;
   2. the fee for photocopies of records in excess of 9 x 14 inches shall not exceed the actual cost of reproduction; or
   3. an agency has the authority to redact portions of a paper record and does so prior to disclosure of the record by making a photocopy from which the proper redactions are made.
d) The fee an agency may charge for a copy of any other record is based on the actual cost of reproduction and may include only the following:

1. an amount equal to the hourly salary attributed to the lowest paid employee who has the necessary skill required to prepare a copy of the requested record, but only when more than two hours of the employee’s time is necessary to do so; and
2. the actual cost of the storage devices or media provided to the person making the request in complying with such request; or
3. the actual cost to the agency of engaging an outside professional service to prepare a copy of a record, but only when an agency’s information technology equipment is inadequate to prepare a copy, and if such service is used to prepare the copy.

e) When an agency has the ability to retrieve or extract a record or data maintained in a computer storage system with reasonable effort, or when doing so requires less employee time than engaging in manual retrieval or redactions from non-electronic records, the agency shall be required to retrieve or extract such record or data electronically. In such case, the agency may charge a fee in accordance with paragraph (d)(1) and (2) above.

f) An agency shall inform a person requesting a record of the estimated cost of preparing a copy of the record if more than two hours of an agency employee’s time is needed, or if it is necessary to retain an outside professional service to prepare a copy of the record.

g) An agency may require that the fee for copying or reproducing a record be paid in advance of the preparation of such copy.

h) An agency may waive a fee in whole or in part when making copies of records available.

Section 9 Public notice:

A notice containing the title or name and business address of the records access officers and appeals person or body and the location where records can be seen or copies shall be posted in a conspicuous location wherever records are kept and/or published in a local newspaper of general circulation.

Section 10 Severability:

If any provision of these regulations or the application thereof to any person or circumstances is adjudged invalid by a court of competent jurisdiction, such judgment shall not affect or impair the validity of the other provisions of these regulations or the application thereof to other persons and circumstances.
YOU HAVE A RIGHT TO SEE PUBLIC RECORDS

The amended Freedom of Information Law, which took effect on January 1, 1978, gives you the right of access to many public records.

(INSERT EDUCATION CORPORATION NAME) has adopted regulations governing when, where, and how you can see public records. The regulations can be seen at all places where records are kept.

According to these regulations, records can be seen and copied at:

(Location)____________________________________
(Address)____________________________________
____________________________________________
____________________________________________
____________________________________________

The following officials will help you to exercise your right to access:

1) Agency officials who have in the past been authorized to make records available
2) Records Access Officer(s)

(name)_____________________________________
(job title)___________________________________
(business address)____________________________
_____________________________________________
(phone #)___________________________________

If you are denied access to a record, you may appeal to the following person(s) or body:

(name)_____________________________________
(job title)___________________________________
(business address)____________________________
_____________________________________________
(phone #)___________________________________