

the matter to the Supervisor within ninety days. The appeal must include a copy of your original request and any response by the records custodian.

Appeals will be opened on a case-by-case basis at the discretion of the Supervisor. In most cases, the Supervisor will provide an opinion on the appropriateness of the records custodian's response and a determination as to whether the requested record is public.

***How must a records custodian respond to my request for records?***

A records custodian's response must be in writing. The response must include a good faith estimate of any cost of providing the record. The response must also include a specific exemption to the Public Records Law to justify the denial of access to any record.

***Must my request be in writing and do I need to use a specific form?***

A written request is not required but is recommended. An oral request made in person (not by telephone) is permitted. To appeal the records custodian's response to the Supervisor, however, a request must be in writing.

There is no specific form that must be used to request records, nor is there any language that must be included in such a request. A records custodian may provide a form, but cannot demand that the form be used.

***I asked a government employee a question, but did not receive an answer. May I appeal under the Public Records Law?***

The Public Records Law only applies to government records. A records custodian is not required by the Public Records Law to answer questions or create a record in response to a request, but may do so at his or her discretion.

***How much may a records custodian charge for copies of public records?***

Unless specifically addressed by statute, a custodian may charge \$0.20 per page for photocopies, \$0.25 per page for microfilm copies and \$0.50 per page for computer printouts.

Examples of statutes establishing special fees for specific public records include G. L. c. 66, § 10(a) (copies of police records) and G. L. c. 262, § 38 (copies of records at the Registry of Deeds).

A records custodian may charge the actual cost of reproducing a copy of a record that is not susceptible to ordinary means of reproduction, such as large