

INSTRUCTIONS
Records Request Denial Letter
Records Production Letter
For Use by Records Custodians

For help, call 615.401.7891, toll free 1.866.831.3750 or
e-mail open.records@tn.gov

Tennessee Code Annotated § 10-7-503(a) provides the following:

(2)(B) The custodian of a public record or the custodian's designee shall promptly make available for inspection any public record not specifically exempt from disclosure. In the event it is not practicable for the record to be promptly available for inspection, the custodian shall within seven (7) business days:

- (i) Make such information available to the requestor;
- (ii) Deny the request in writing or by completing a records request response form developed by the office of open records counsel. The response shall include the basis for the denial; or
- (iii) Furnish the requestor a completed records request response form developed by the office of open records counsel stating the time reasonably necessary to produce such record or information.

The Records Request Denial Letter is the response form that can be used to deny a records request for access or copies. The Letter should be printed on letterhead or sufficient identifying and contact information should be provided. Be certain to select the appropriate basis on which the request is being denied. When the record exists but access is not available to the citizen, use the fourth option to indicate the basis on which access is denied. Although a written denial is required by the Act, you are not required to use this exact form.

The Records Production Letter is the response form to be used when the record cannot be made available within seven (7) business days. You are required by the Act to use this form letter. The form letter should be printed on letterhead or sufficient identifying and contact information should be provided. Be certain to add the following information:

1. Insert the date on which the request was received.
2. Indicate whether it is a request for inspection/access or for copies or both.
3. Insert the general description of the records requested.
4. Insert the date or estimated time reasonably necessary to produce the request.
5. Insert contact name and information of signatory and other contact if appropriate.