

Instructions for Filing a Formal Complaint

- Please write concisely and clearly. Complaints may be rejected for illegible handwriting, confusing statements, or lack of documentation.
- For the narrative portion of the complaint, you may attach additional pages.
- When attaching documentation, please include all relevant correspondence and communication. Complaints may be rejected for lack of sufficient information.
- If possible, please include a timeline of events and approximate dates.
- Be mindful of IC 5-14-5-7 which states a formal complaint must be filed within 30 days from the denial of access. If the complaint is received approximately 30 days after the denial, holidays and weekends when postal service is unavailable may be taken under consideration on a case-by-case basis depending on the circumstances surrounding the complaint.

Priority Status

- Your request for priority status (7 days) must be included in the narrative. You must demonstrate circumstances warranting priority status pursuant to 62 IAC 1-1-3. If possible, please include the date and cause number of any upcoming hearing or court date.
- The Public Access Counselor has the discretion to determine if a request meets priority status pursuant to IC 5-14-5-10.

Informal Inquiries

- Requests for Informal Opinions are non-adversarial and akin to an academic exercise. The Public Access Counselor, at his or her discretion, may forward a copy of the Inquiry to a relevant public agency if a response is necessary for the completion of the Opinion.
- Informal Inquiries may be submitted via mail, fax, electronic mail, or the PAC web feedback portal at www.in.gov/pac. They may be in any narrative form, but must clearly state the subject matter to be addressed.
- The Public Access Counselor will respond to all informal inquiries within 7-14 business days.

The Public Access Counselor reserves the right to mediate all controversies for the benefit of public access. Pursuant to IC 5-14-5-11, formal complaints and requests for informal inquiries may be rejected for being misleading, confusing, illegible or for containing superfluous exposition.