

## How do I respond to a GRAMA request?

1. Identify the records being requested. If you cannot understand, ask the requester for clarification.
2. Classify the records being requested; if you need help making a determination, contact the Records Management Division or your attorney.
3. Respond to the request within 10 business days, or 5 business days for an expedited, or media request:
  - a. **For public records:**  
Provide the records to the requester.
  - b. **For restricted records:**  
Redact or withhold those records or portions of records and issue a 'notice of denial.'
  - c. **For records your office does not maintain:**  
Provide a response stating that you do not maintain the records, and if possible, provide a referral.
  - d. **For extraordinary circumstances:**  
If responding to the request involves compiling or summarizing information; if you need to consult with an attorney about classification; or if other extraordinary circumstances apply, respond by notifying the requester and letting them know what to expect.

If you have questions about how to classify records or how to respond, consult the Records and Management Division.

Model forms may help facilitate your response. You can find model forms here:

<https://www.slcounty.org/records-management/grama/>