

## VII. WALK-IN REQUESTS

The Department will accommodate walk-in requests to view files whenever feasible. Should a member of the public arrive unannounced at any DTSC office and request a review of specified Department records, all steps outlined in this document are to be followed. Every attempt will be made to comply with the request to review and/or copy records.

When staff are unavailable to perform all necessary steps, including screening the records for exempt documents, the requestor shall be advised either to 1) make an appointment for a future date to review/copy records or 2) put the request in writing and address the request to the PRC. The written request will then be handled as stated in this document.