

# Public Records Ombudsman Process Guide



## Complaint Filed:

Complaints can be filed at: <https://governor.wyo.gov/contact/public-records-ombudsman>

- You'll receive an acknowledgment of your complaint.
- Initial questions may be asked or documents requested.
- Once you contact the Ombudsman, please do not continue to reach out to the custodian. Utilize the Ombudsman to answer questions instead.



## Research:

- The other party will be contacted for information on the request and their decision-making/denial process.
- Additional parties may be consulted and/or the Attorney General's office.



## Mediation:

- Both parties will communicate through the Ombudsman to discuss what they are willing and not willing to do, as well as barriers to releasing records.
- Barriers could include: (a) release would be contrary to any state statute, (b) the request is outside the Ombudsman's purview, (c) incorrect custodian, etc.



## Conclusion:

- An interpretation letter will be presented to both parties that discusses the Ombudsman's findings. You may respond for clarification or to ask additional questions. *The Ombudsman is not an attorney and cannot give legal advice, or a legally enforceable opinion. Additionally, he or she cannot compel any governmental entity to provide records.*



## Appeal:

- The Ombudsman serves as a mediator. There is no official decision made by the Ombudsman and, therefore, no ability to file an appeal from the outcome of the mediation process. However, you may file a case with the district court if you are unhappy with the outcome.