

OPEN RECORDS LAW

AUTHORITY

[Wisconsin Stats. 19.31](#) and [48.78](#), [51.30](#), [103.13](#), [118.125](#), [252.12\(3\)](#); [Executive Directive 21](#); WSEU Contract 2/4/4; Department of Employee Relations Locator Number OS-76 & MRS-194.

GENERAL GUIDANCE

It is the policy of the Division of Juvenile Corrections to provide timely and accurate information to inquiries from the media or from individual citizens.

With the exception of specific confidentiality laws, records created or maintained by the Division shall be construed in every instance with a presumption of complete public access, consistent with the conduct of government business. Denial of public access generally is contrary to the public interest and only in an exceptional case may access be denied.

All requests should be forwarded to the designated records custodian in the region.

INFORMATION SHARING WITH THE PUBLIC

GENERAL GUIDANCE

Caution should be exercised when disclosing information and personal opinion should be avoided. Staff while in pay status, on state time, and/or on state property are considered acting as a representative of and in the name of the Department of Corrections. Staff shall be courteous and helpful and provide timely and accurate information within their expertise, depending on the availability of the information requested. The following guidelines should be followed:

- Requests from media must follow the DJC Media Policy.
- Inquiries regarding matters which are in litigation shall be referred to the Department's Office of Legal Counsel.
- Inquiries on matters under investigation will not be discussed until the investigation is completed and disposition made.
- Inquiries on personnel matters will be referred to the Director of the Bureau of Personnel Relations and Human Resources.

REQUESTS FOR INFORMATION

Staff who receive inquiries shall attempt to obtain the following information:

- Name of person making the inquiry
- Name of organization they represent
- Phone number where they can be reached
- Information requested
- Reason for request