

## CONSUMER AFFAIRS UNIT

### PUBLIC RECORDS REQUESTS

#### POLICY AND PROCEDURES

##### Policy

The Department of Business and Industry, Consumer Affairs Unit (“Consumer Affairs”), is committed to providing access to public records in accordance with the Nevada Public Records Act found in Nevada Revised Statutes (“NRS”) Chapter 239. All public records, which have not been declared by law to be confidential and for which Consumer Affairs has legal custody and control, are available for inspection or copying. NRS 239.010.

##### Procedures

**Request for Public Records.** A person may request to inspect, copy or receive a copy of Consumer Affairs’ public records by completing and submitting the Consumer Affairs [Public Records Request Form](#). Though records also may be requested verbally by telephone or in person, it is preferable to make requests in writing using the [Public Records Request Form](#) to avoid confusion and unnecessary delay in responding to the request. Please provide all information requested in the form as it is essential to Consumer Affairs efficient processing of your request. All requests should be made through the Consumer Affairs Records Official. Written requests may be emailed, mailed or hand-delivered to the applicable address provided below:

**Records Official**

**Email address:** [consumerhelp@business.nv.gov](mailto:consumerhelp@business.nv.gov)

**Physical Address:**

Consumer Affairs Unit  
3300 W. Sahara Avenue, Suite 425  
Las Vegas, NV 89102

**Telephone:** 1-844-594-7275

**Hours of Operation:** 8:00 a.m. – 5:00 p.m. Monday through Friday

**Responding to a Request.** Consumer Affairs will provide public records that specifically fall within the request so that you are not charged for more documents than you requested. If your request is broad or if the Consumer Affairs is uncertain about what you are requesting, the agency may contact you for clarification. If your request is verbal, Consumer Affairs may ask you to confirm your request in writing. Once the nature and scope of the request is confirmed and the responsive records located, Consumer Affairs will review the records and consult the applicable regulations, statutes and case law to determine if any redaction or withholding of the records is required. Personal identifying information or other confidential or privileged information will be redacted. NRS 239.010; 603A.040; 239B.030; 239B.040; and other applicable statutes, regulations, case law and common law.

**Response Time.** Consumer Affairs will respond to a public records request by the end of the fifth business day after your request is received. If the request is received after business hours or on a weekend or holiday, the next business day is considered the day of receipt. The five business-day response period starts with the first business day after the date of receipt. If Consumer Affairs needs additional time to respond to a public records request, it will provide written notice of that fact and the date the agency reasonably believes the public records will be available. Please note, the time limit for responding to a public records request is not the same as the time within which the records must be disclosed to the requester.

**Inspection.** If inspection of public records is requested, the inspection will occur at a time mutually agreed upon by the agency and the requester during regular business hours. An agency employee will observe the inspection to the level necessary to make certain the records are not stolen, altered or destroyed.

**Fees.** The fees Consumer Affairs charges for providing public records are set forth in the *Consumer Affairs Public Records Request Fee Schedule*. NRS 239.052–NRS 239.054. If the estimated actual cost to provide the requested record is more than \$25, Consumer Affairs will provide a written estimate of the fee to the person requesting the record and will require a deposit in an amount equal to the estimated actual cost. The requester must acknowledge and approve the estimated fee in writing and pay the deposit before the agency will begin fulfilling the request. Nevada Administrative Code (NAC) Chapter 239.864. If the agency does not receive the deposit within 30 days after the date of the written notice of estimated costs, the agency will close the records request. The entire fee for providing a copy of requested public records must be paid in full before Consumer Affairs will release the copy to the requester. NAC 239.864.2(b). After the records are made available, if they are not retrieved by the requester within 30 days, they will be destroyed, and a new records request will have to be submitted.

**Legal Advice.** Consumer Affairs' staff is not authorized to provide legal advice. NRS 7.285. Therefore, Consumer Affairs staff cannot advise you as to which public records may meet your needs or the legal authority relative to the public records you seek. Nevada Revised Statutes are available online at <http://leg.state.nv.us/Law1.cfm>, or you may consult a Nevada-licensed attorney.