**Section 1000.20  Public Requests**

a) Any interested person should submit a request for information in writing. The request should include a complete description of the information requested, the reason for the request, and when applicable, timing requirements. Requests, other than requests for public records, should be directed to:

Director

Illinois Department of Juvenile Justice

1301 Concordia Court

P.O. Box 19277

Springfield, Illinois 62794‑9277

b) The Department shall respond to such requests within 10 working days of receipt, whenever possible. However, any interested persons seeking access to public records in the possession of the Department shall be directed to comply with 2 Ill. Adm. Code 1010.

c) When confidential information is requested, or whenever release of information is limited or prohibited by statute, court order, or by any provision of 20 Ill. Adm. Code: Chapter I, the requestor shall be notified.