

**From:** Luciana Perez Uribe Guinassi <[lperezu@umd.edu](mailto:lperezu@umd.edu)>

**Sent:** Tuesday, January 26, 2021 11:58 AM

**To:** Clark, Charity <[Charity.Clark@vermont.gov](mailto:Charity.Clark@vermont.gov)>

**Subject:** Re: Public Records Request - Howard Center for Investigative Journalism

**EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.**

Ms. Clark,

To clarify:

- i. Formal and nonformal complaints. While this generally means employee/employer complaints (workplace complaints), If there are consumer our outstanding complaints, I would like those included (date, location, employer, complainant, nature of complaint, narrative, agency response, status, and disposition).

Sorry about that lack of detail in my initial response.

Best,

Luciana Perez Uribe Guinassi

Howard Center for Investigative Journalism

984-220-7660

On Tue, Jan 26, 2021 at 11:47 AM Luciana Perez Uribe Guinassi <[lperezu@umd.edu](mailto:lperezu@umd.edu)> wrote:

Hello Ms. Clark,

My name is Luciana Perez Uribe. I am a reporter with the Howard Center for Investigative Journalism. I have taken over Clara Neil's public records request dated DEC.2, 2020. I have attached the response provided to Ms. Neil below. The bullet points here are in response to this document.

1. All databases of formal and nonformal complaints, including but not limited to information on the date, location, employer, complainant, nature of complaint, narrative, agency response, status, and disposition
  - i. Formal and nonformal complaints. This generally means employee/employer complaints (workplace complaints).
  - ii. I do wish to receive copies of the complaints. I also request an electronic database (excel/CSV) that lists the formal and nonformal complaints with information on the date, location, employer, complainant, nature of complaint, narrative, agency response, status, and disposition.
1. All databases of formal and nonformal complaints concerning COVID-19, if separate from above.
  - i. As the AGO does not have a database of complaints specifically concerning COVID-19, I would like the database of consumer complaints, some of which may relate to COVID-19. Thank you for clarifying that the database of complaints made to the Civil Rights Unit is confidential by statute.
1. Copies of all formal and nonformal complaints that mention COVID-19, and all records of agency response to those complaints
  - i. I request those records for the calendar year 2020 in electronic format.

I understand the effort and work this may take but I request that you waive any fees, as this request is for newsgathering in the public interest and not for commercial use. The Howard Center is a program of the University of Maryland, a public institution. Courts have ruled that waivers are appropriate when the information sought is a matter of significant public interest, particularly on health and safety matters such as COVID-19.

Thank you for your time and aid. I am available to talk over the phone should there be anything else that needs clarification. I look forward to your response.

Best,  
Luciana Perez Uribe Guinassi  
Howard Center for Investigative Journalism  
984-220-7660