



[DATE]

Dear Employee:

One of this agency's objectives is to provide courteous service to the taxpayers. On October 20, 2012, your behavior fell short of this objective. At 9:15 a.m., Mr. Taxpayer came to your section to inspect the XYZ file, a public record. You demanded to know why he wanted to look at it; you muttered that the reason he gave you did not seem very good; and you delayed retrieving the file. Therefore, I am formally reprimanding you.

When someone asks to look at a public record, you are to say: "Yes sir. Please sign our public records request register; I will be glad to get that record for you." If the person does not appear to be eighteen years old, you may ask for identification with proof of age. You may not ask the reason for the request; it is illegal to do so. If the person volunteers a reason for the request, you are not to comment on the reason. You are to promptly retrieve the record and present it for inspection.

This reprimand is not a disciplinary action. This reprimand will not be placed in your personnel record. I will maintain one copy in my files and I am forwarding one copy to your evaluating supervisor for inclusion in your supervisory file.

You may respond to this letter in writing. You should deliver your response to me by October 29, 2012. I will attach a copy of your response to each copy of the reprimand. Should the same or similar conduct addressed by this reprimand recur, this reprimand may be used to support the severity of any future discipline, in which case, a copy of this reprimand will be included in your personnel record.

Sincerely,

Appointing Authority

cc: Supervisory File