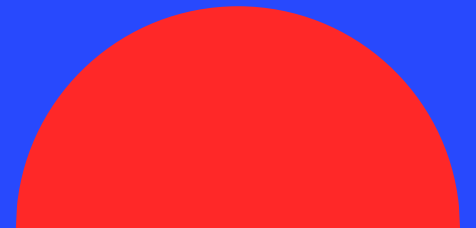
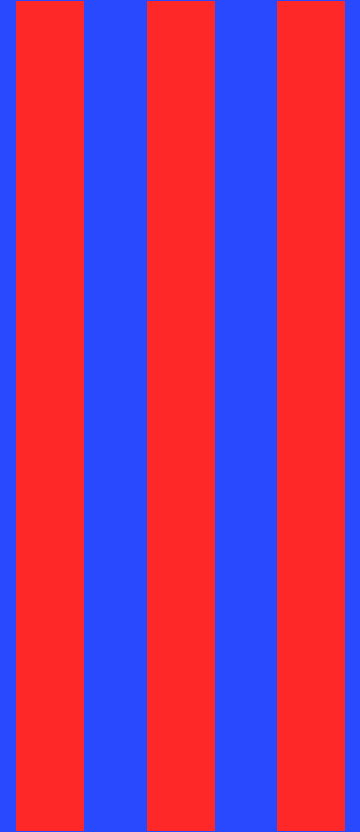


Customer Service in Practice Q&A

WAPRO Spring 2025 Conference



Speaker Introductions

Samina Mays

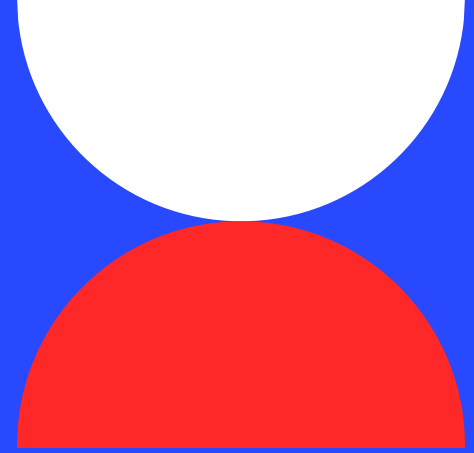
**Public Records Manager
Liquor and Cannabis Board**

Kirsty Jones

**Consultant
PRI**

Anne Marie Masias

**Public Records Officer
Department of Fish and Wildlife**



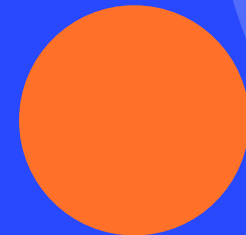
Good Customer Service in Public Records



- Responsiveness: Timelines and expectations for fulfilling requests.
- Transparency: Providing clear and honest communication about availability and process.
- Professionalism: Maintaining a respectful and helpful approach.

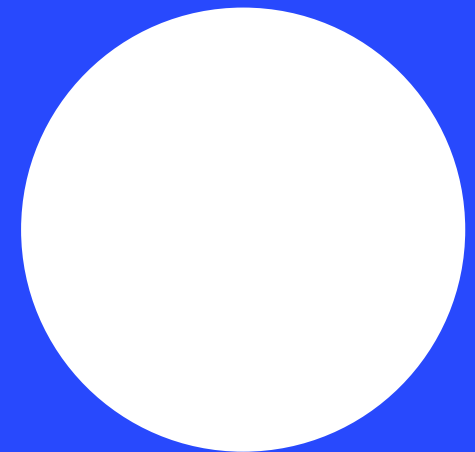
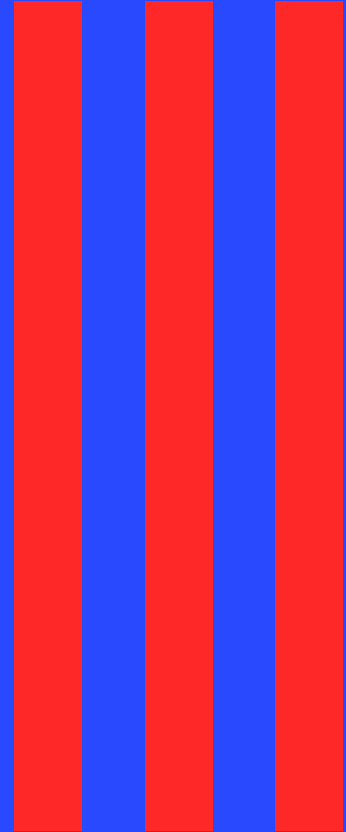
Handling Difficult or Complex Requests

- Strategies for managing high-volume inquiries.
- Addressing requests that require redactions or exemptions.
- How to effectively explain delays or challenges.
- Merging requests



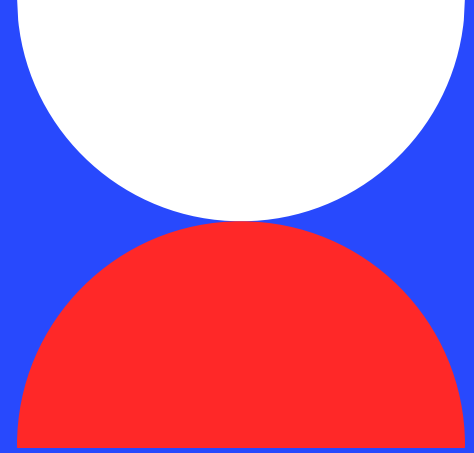
Clear Communication with Requesters

- Best practices for explaining policies and procedures.
- How to handle frustrated or confused requesters in professional manner.
- Providing updates on request status and expected timelines.

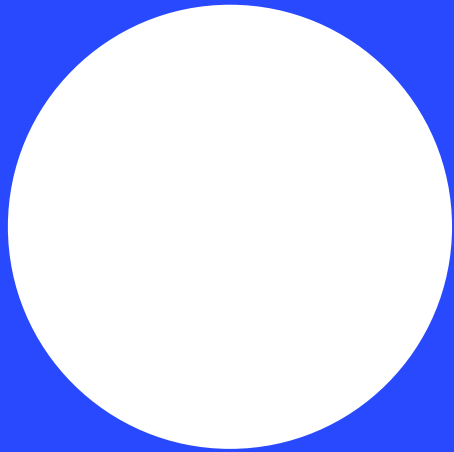


How Helpful is too Helpful

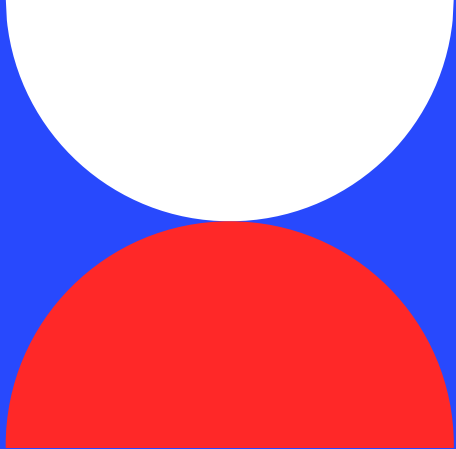
- Boundaries
- Not creating records
- Requests for Information
- Not interpreting or answering questions about the records (conducting research).



Tools



- Software.
- Tools for Staff (Field and Front Desk/Reception).
- Policies and WACs
- Templates – Letters, automation, and so on.
- Continuous Training – internal and external.
- Legal Counsel/Advisor.



Ethics and Confidentiality

- Balancing transparency with privacy protection.
- Understanding exemptions and limitations in public records disclosure.
- Avoiding bias or favoritism in record requests.



Thank you

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Kirsty Jones: kjones@policerecordsmanagement.com

