

Customer request or complaint records (GRS-1783)

Utah General Retention Schedule

Description

These records document customer complaints or requests for service received and answered by the governmental entity. Information includes requester or complainant details, description of the request or problem, and actions taken by the agency.

Retention and Disposition

Retain for 3 years, and then destroy records.

Appraisal

These records have administrative value(s).

Appraisal Note

Value of records is based on their usefulness for carrying out the agency's current business.

Categories

Facility Management

Effective

04/2018

Previous Schedule Number

SG-6-8