

Policy on Public Inquiries for Information

Purpose:

This policy outlines the procedure for members of the public to request information about the organization and the timeline for responses.

Scope:

This policy applies to all public inquiries seeking information about Catholic Charities of Southern Colorado.

Policy Statement:

1. Submission of Inquiries:

- All public inquiries for information about the organization must be submitted in writing via email to **cestrada@ccsoco.org**.
- Inquiries should include the requester's full name, contact information, and a clear description of the information being requested.

2. Acknowledgment of Receipt:

- Upon receipt of an inquiry, an acknowledgment email will be sent to the requester within two (2) business days.

3. Response Timeline:

- Responses to inquiries will be provided within seven (7) business days from the date of acknowledgment.
- If the requested information requires additional time for research or approval, the requester will be notified of the delay and provided an estimated timeline for a response.

4. Limitations:

- The organization reserves the right to deny requests for information that are confidential, proprietary, or otherwise exempt from disclosure under applicable laws and regulations.
- Inquiries deemed inappropriate or outside the scope of organizational policy may not receive a response.

5. Contact Information:

- All inquiries should be directed to **Crystal Estrada** at **cestrada@ccsoco.org**.

Review and Updates:

This policy will be reviewed annually and updated as necessary to ensure its continued relevance and compliance with organizational practices.

Effective Date:

January 13, 2025

Approved By:

Joseph Domko, Executive Director