**Section 431.50 Client Access to Records Which Contain Personal Information**

a) Except as provided in this Section, persons served by the Department who have reached 12 years of age shall have full access to all records which contain their personal information, unless access is prohibited specifically by this Part. A parent whose parental rights have not been terminated or a guardian of the person of a minor shall have full access to the personal information contained in the records of said minor, unless access is prohibited specifically or otherwise restricted by this Part.

b) The Department shall provide access to records within ten working days after the receipt of the request, if practicable. In instances in which the material cannot be easily identified and assembled, the Department will provide the records within a reasonable time. Records shall be viewed in the Department field office, a purchase of service provider office or another location which will not place an undue hardship on the individual. The Department may require that a representative of the Department be present when the records are viewed to interpret the contents of the records. Individuals may convey the right to view their records by a written statement to an attorney or other person.

c) Every incidence of release of information to persons outside the Department shall be recorded in the case record.

(Source: Amended at 19 Ill. Reg. 17082, effective December 15, 1995)