PROVA WORKSHEETS

TEMPLATE

Records Request, Correction Request and Reply Log

Two letters to adapt and one place to keep every reply and date

FOR:
a person asking a service for the records it holds about them, or asking for a record to be corrected, and anyone helping them

INCLUDES:
a records request letter, a correction request letter, a permission note for someone acting for you, a reply and deadline log, and a record of next steps if the answer is no

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01 Use this template

Who fills it in: you, or someone helping you with your permission. Use one copy per record holder. A clinic and a housing agency are two holders, so they need two copies.

What you finish with: a dated request, a dated correction request if one is needed, and a log of what each holder sent, said and promised, and when.

Work through the parts in order: A to ask for the records, B if someone is acting for you, C if something needs correcting, D every time anything arrives or is due, and E if the answer is no. The guide *Seeing, Questioning and Correcting the Records Held About You* explains why each step matters. This template is for doing them.

Fill each blank with what you actually know, or write **not known**. Do not fill in a deadline unless you have found it in the holder's notice, the law or a regulator's guidance, and write down where you found it. The letters are starting points to adapt. They are not legal forms, and the wording a holder or law requires may differ.

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02 Part A: Records request

Before you write

Question	Your entry
Who holds the record (organization and department)	
Where to send the request (address, email or portal) and the named contact, if any	
The law or policy that may apply, and where you checked	
Any form the holder asks you to use	
Proof of identity the holder asks for	
Fees the holder says it may charge	
Time limit for a reply, if one applies, and where you found it	

Letter to adapt

To: [name or role, organization, address] **From:** [your full name, any former names, date of birth, address, and a reference or case number if you have one] **Date:** [date sent]

Request for a copy of my records

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I am asking for a copy of the records you hold about me. [If you know the law that applies, name it here, for example: “I am making this request under (law or policy).”]

Please include:

- [the types of record, for example: case file, case notes, assessments, intake forms, appointment and contact records, letters, emails, and notes of decisions about me]
- [the period, for example: from (month and year) to now]
- records held for you by any contractor or partner organization that worked on my case

Please explain any codes, scores or abbreviations in the records. If you withhold or remove any part, please tell me which part and the reason or exemption for each.

I would like to receive the records [by email to (address) / by post to (address) / to collect in person]. [If safety matters: Please send nothing to any other address or number.]

Please confirm when you receive this request and tell me when I can expect a reply.

[Signature] [Enclosed: copy of proof of identity, if requested]

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03 Part B: Permission for someone to act for you

Use this only if the holder accepts a simple signed note. Some holders need their own form or legal proof of authority, such as a power of attorney or guardianship. Ask first.

I, [your full name, date of birth], give permission for [helper's name, role and organization] to [ask for / receive copies of / discuss] my records held by [organization], about [which records or matter], from [date] until [date or "I withdraw this permission in writing"].

I [do / do not] want copies sent to [helper's name]. [Any limits, for example: "Please do not discuss my health records with them."]

[Signature and date]

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04 Part C: Correction request

Before you write, use *Is This Record Fair to Me?* to decide which entries to question and what kind of problem each one is. Make one row for each entry.

What you are asking to change

Entry (date, page or section)	What it says now (quote it exactly)	The problem: inaccurate, incomplete, out of date, or about someone else	What it should say, or what should be added	Evidence you are attaching

Letter to adapt

To: [name or role, organization, address] **From:** [your full name, date of birth, reference or case number] **Date:** [date sent]

Request to correct my records

I received a copy of my records from you on [date]. I am asking you to correct the entries listed below. [If you know the law that applies, name it here.]

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[For each entry:] On [page or section], the record dated [date] says: “[exact quote]”. This is [inaccurate / incomplete / out of date / about someone else] because [one or two sentences]. It should say [or: please add] “[your wording]”. I enclose [evidence].

Please tell me in writing which corrections you make. If you decide not to make any of them, please tell me your reasons in writing, how I can ask for that decision to be reviewed, and how I can add my own statement to the record.

Please also tell me whether you shared any of these entries with other people or organizations, and whether you will let them know about the corrections.

[If a decision rested on these entries:] Your decision of [date] about [matter] referred to these entries. Once the record is corrected, please tell me how I can ask for that decision to be looked at again.

[Signature]

If you need a statement of disagreement

If the holder refuses a correction, a short statement is more likely to be read than a long one. Keep to facts the next reader needs:

I disagree with the entry dated [date] which says “[quote]”. [What happened, in two or three sentences.] [Evidence that exists, and who holds it.] I asked for this entry to be corrected on [date]. [Organization] declined on [date].

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05 Part D: Reply and deadline log

Add a row every time you send something, receive something, are told something or reach a date. Note phone calls too: who you spoke to, and what they said.

Completed example

The people, places, organizations and figures in this document's examples are fictional.

Example. Ana's housing records show how to fill in the log, with dates and replies.

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Date	Sent or received	With whom	What was asked, sent or said	Response due, and where that comes from	Next step; who; by when
3 Mar	Sent	County rental assistance office, records contact	Records request (Part A) and permission note for advocate (Part B)	County policy page gives a time limit; copy of the page kept	Confirm receipt; advocate; 10 Mar
9 Mar	Received	Records contact, by email	Request received; reference R-114	As above	Wait for records
2 Apr	Received	Records contact	Case file sent; contact notes from contractor missing; closure code not explained	—	Write again about missing notes and code; Ana and advocate; 5 Apr
4 Apr	Sent	Records contact	Follow-up quoting R-114 and the 3 Mar request	Not known; asked	Chase if nothing by 25 Apr; advocate
22 Apr	Received	Records contact	Contractor's contact notes; code explained as "closed, no contact"	—	Use the self-assessment; draft correction request; Ana; 30 Apr
29 Apr	Sent	Records contact	Correction request (Part C) with hospital discharge letter	Not stated in policy; asked	Chase if nothing by 30 May; advocate

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26 May	Received	Program manager	Appointment entries corrected; “did not respond to contact” kept, with reasons	—	Send statement of disagreement; ask for the new application to be reviewed; Ana; 2 Jun

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Your log

Date	Sent or received	With whom	What was asked, sent or said	Response due, and where that comes from	Next step; who; by when

Keep with the log: a copy of every letter sent, every reply, any envelope or email showing the date something arrived, and the page where you found any time limit.

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06 Part E: If the answer is no, or there is no answer

Question	Your entry
What was refused, or what has not arrived	
The reason given, word for word	
The holder's own review or appeal route, and any time limit for using it	
Date you asked for a review	
Outcome of the review	
Outside route (regulator, ombudsman, inspector general, funding agency), its conditions, and any time limit for complaining	
Date you complained, and the reference number	
Legal or advocacy help contacted, and what they advised	
Statement of disagreement sent, and the date the holder confirmed it was added	

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Before you file this away: check that every row in the log has a next step or is marked done. Keep everything for as long as the record or the decision it affected might matter to you.

RELATED: *Seeing, Questioning and Correcting the Records Held About You*, for why each step matters; *Is This Record Fair to Me?*, for deciding which entries to question.

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07 Further reading

1. **US Department of Health and Human Services, Your Medical Records**. What a HIPAA-covered provider or plan must do when you ask for or ask to amend your records.
2. **Information Commissioner's Office, Your right to get your data corrected**. Read it for what a correction request should contain.

QUESTION IT

Found an error, or want to question this document? Contact Prova at hello@byprova.com.

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Cite as: Prova (2026). Records Request, Correction Request and Reply Log. byprova.com

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