

PUBLIC RECORDS *FREQUENTLY ASKED QUESTIONS*

Why does DPOR charge fees to obtain public records?

The Department of Professional and Occupational Regulation (DPOR) is a non-general fund agency, meaning it is not supported by any tax dollars. DPOR is funded solely by fees and assessments paid by regulants.

As a self-funded state agency, revenue from FOIA requests is credited to DPOR to offset the data preparation, materials, mailing, and miscellaneous preparation costs associated with providing public records. Assessing reasonable charges for public records allows DPOR to maintain lower licensing and renewal fees for all regulants.

To learn more about state law governing charges for public records, you may review the [*Virginia Freedom of Information Act*](#)

Why does DPOR list addresses for regulants?

The name and address of every individual and business licensed by DPOR are available for public disclosure. Use of a mailing address as an identification factor allows for verification of license status. Such verification is essential for meeting DPOR's public protection responsibilities.

For example, while dozens of individuals named "John Doe" may hold valid licenses, using an address allows verification of the specific license for "John Doe on Main Street in Richmond."

Every regulant's Virginia-issued professional license number, name, license issue date, license expiration date, license classification (i.e., broker, salesperson), license status, and address of record are identification factors subject to public disclosure.

How does DPOR protect personal information from disclosure?

Department policy prohibits general disclosure of social security numbers, bank or credit account numbers, telephone numbers, and any other information that may cause harm or injury to an individual or business.

To learn more about state law governing privacy protection, you may review the [*Government Data Collection and Dissemination Practices Act*](#)

How can I find out about complaints filed against a regulant?

State law prohibits DPOR from disclosing any information about open complaint investigations. Members of the public may review official records and obtain copies only after a complaint investigation is closed. Complaints involving allegations of criminal activity are not subject to disclosure. [*Code of Virginia §54.1-108*](#)