



OFFICE OF GOVERNMENT INFORMATION SERVICES



WHO WE ARE

As a neutral party, we help resolve disputes between FOIA requesters and agencies and also review and identify strategies to improve agency FOIA compliance. We act as the Federal Freedom of Information Act (FOIA) Ombudsman.

WHAT WE DO

EDUCATE

We work directly with FOIA requesters and Federal agencies, listen to concerns, and facilitate better understanding of all points of view. Our training and communication promote understanding of the FOIA process.

RESOLVE DISPUTES

We assist FOIA requesters and Federal agencies by offering dispute resolution services. Requests for our assistance range from simple inquiries to complex disputes.

ASSESS COMPLIANCE

We review agency FOIA compliance to identify trends and strategies to improve performance. Our reports and recommendations are published on our website.

OGIS CONTACT INFORMATION

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Web: archives.gov/ogis • **The FOIA Ombudsman Blog:** foia.blogs.archives.gov • **Twitter:** @FOIA_Ombuds



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Who Can Help You Through the Freedom of Information Act (FOIA) Process?



AGENCY FOIA PUBLIC LIAISON



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BEFORE YOU FILE A FOIA REQUEST

- ☞ Explains agency records
- ☞ Suggests offices that might have responsive records
- ☞ Explains the agency's FOIA process

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- ☞ Suggests appropriate agencies to contact

DURING THE FOIA PROCESS

- ☞ Provides an estimated date of completion
- ☞ Discusses how to reformulate requests to address fees and processing time

- ☞ Establishes communication between the requester and the agency
- ☞ Acts as a liaison

AFTER THE APPEAL PROCESS

- ☞ Explains agency actions
- ☞ Resolves disputes and narrow issues