



OFFICE OF GOVERNMENT INFORMATION SERVICES



WHAT DOES OGIS DO?

OGIS helps to resolve disputes between Freedom of Information Act (FOIA) requesters and Federal agencies as a free, non-exclusive alternative to litigation.

ARE THERE LIMITS TO WHAT OGIS CAN DO? YES. OGIS CANNOT:

- Address requests that are already in litigation
- Compel agencies to release documents
- Review or process pending FOIA requests or appeals
- Provide legal assistance
- Provide assistance outside the realm of FOIA, including state or local FOI matters, or underlying disputes with agencies (e.g., administrative proceedings)

HOW CAN I REQUEST OGIS ASSISTANCE?

1. GATHER THE REQUIRED DOCUMENTS AND INFORMATION

- Your name and mailing address
- A clear description of the issue or the assistance you seek from OGIS (e.g., a delay in receiving a response to your FOIA request or a denial of specific information)
- The name of the agency or agencies to which you submitted your request(s) and contact information at each agency
- The tracking/request/case number(s) assigned to your FOIA request(s) and/or appeal(s)
- Copies of all relevant correspondence between you and the Federal agency. Depending on where you are in the FOIA process, this material might include your FOIA request, the agency's response to your request (including a response to a request for expedited processing or a fee waiver), your administrative appeal, and the agency's response to your appeal.

2. SEND US YOUR DOCUMENTS AND INFORMATION BY MAIL, EMAIL OR FAX

Mailing Address: National Archives and Records Administration, 8601 Adelphi Road (OGIS),
College Park, MD 20740-6001

Telephone: 202-741-5770 • Toll Free: 1-877-684-6448 • Fax: 202-741-5761 • E-mail: ogis@nara.gov

Web: archives.gov/ogis • The FOIA Ombudsman Blog: foia.blogs.archives.gov • Twitter: [@FOIA](https://twitter.com/FOIA)

3. BE PATIENT AND NEXT STEPS

An OGIS facilitator will review your request for assistance and any materials you have submitted and contact you directly. Due to an increase in demand for our services, there may be a delay in our response. We apologize for any inconvenience this may cause, but we assure you that your request will be addressed as soon as possible.



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



AGENCY FOIA
PUBLIC LIAISON



OFFICE OF GOVERNMENT
INFORMATION SERVICES

BEFORE YOU FILE A FOIA REQUEST

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

- ☞ Explains the FOIA process
- ☞ 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