



April 21, 2025—Sent via email

Sherman Startz  
shelbystartz@outlook.com

Dear Sherman Startz:

Thank you for contacting the Office of Government Information Services (OGIS), an office in the National Archives and Records Administration. Congress created OGIS to serve as the federal Freedom of Information Act (FOIA) Ombuds. We assist the public and federal agencies by helping them resolve their FOIA disputes, and by addressing their questions and concerns about the FOIA process. The FOIA directs agencies to include information about OGIS in all adverse FOIA response letters, including those related to processing delays.

We understand that you have contacted the U.S. Army to obtain information regarding the status of your pending FOIA requests but have received no reply. You seek assistance from OGIS.

The FOIA requires agencies to provide a means of communication between the agency and the requester so that the requester can determine the status of their case and its anticipated completion date (5 U.S.C. § 552(a)(7)(B)). Please be aware that OGIS does not have access to individual agency case management systems and therefore cannot independently provide you with the status of your requests and/or an estimated date of completion. When FOIA requesters reach out to OGIS regarding a delay, OGIS works to open the lines of communication between the requester and the agency. If an agency chooses not to respond to a request for status information, OGIS cannot compel it to do so. However, in our role as the FOIA Ombuds, we are forwarding this response to Army's FOIA staff so that they are aware that you are attempting to communicate with them.

Thank you for bringing this matter to our attention, as it assists us with our review of agency compliance with the FOIA. If you have questions or concerns that we have not addressed, please contact us again.

Best regards,  
The OGIS Staff

cc: Army FOIA Staff