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United States Department of Agriculture

United States  
Department of  
Agriculture

Office of the Chief  
Information Officer

1400 Independence  
Avenue SW  
Washington, DC  
20250

July 13, 2016

**Delivered via Electronic Mail**

John Greenewald, Jr.



Email: [john@greenewald.com](mailto:john@greenewald.com)

**RE: Freedom of Information Act (FOIA) Request 2016-OCIO-04557-F  
Final Response**

Dear Mr. Greenewald:

This is a final response to your June 25, 2016, Freedom of Information Act (FOIA) request to the U.S. Department of Agriculture (USDA), FOIA Service Center (FSC). You requested "a copy of all complaints submitted about [USDA's] cafeteria" at the Headquarters location.

Your request has been processed under the FOIA, 5 U.S.C. § 552.

A search for responsive records was conducted in the Safety, Sustainability and Emergency Operations Division (SSEOD) within the Office of Operations (OO). SSEOD manages cafeteria operations and tracks complaints related to cafeteria management, government operations or government sponsored activities.

The SSEOD search for records did not locate any records that are responsive to your request. The FSC was advised that the cafeteria contract company handles all complaints directly with customers. As part of its complaint tracking responsibilities, however, SSEOD is aware of one complaint pertaining to customer service. Since the issue between the customer and cafeteria manager was resolved, no report was produced. Accordingly, I am not able to provide any records that are responsive to your request.

You have the right to file an appeal. The appeal must be made within 45 days of the date of this letter. Your appeal must be in writing and must clearly indicate that a FOIA appeal is being made. The appeal should be sent to:

Assistant Secretary for Administration  
USDA  
1400 Independence Avenue, S.W.  
Whitten Building 209-A  
Washington, D.C. 20250-0103

Your appeal should include a copy the original request, the response to the request and a statement explaining the basis for your appeal. To facilitate processing your appeal, the phrase "FOIA APPEAL" in capital letters should be placed on the front of your envelope.

If you have any questions regarding this letter, please contact Ms. Christine Jordan at 202-772-9091 or electronically at [Christine.Jordan@ocio.usda.gov](mailto:Christine.Jordan@ocio.usda.gov) or [USDAFOIA@ocio.usda.gov](mailto:USDAFOIA@ocio.usda.gov).

The FSC Team appreciates the opportunity to assist you in this matter.

Sincerely,

A handwritten signature in black ink that reads "Alexis R. Graves". The signature is written in a cursive style with a large initial "A" and "G".

Alexis R. Graves  
Department FOIA Officer  
FOIA Service Center

**From:** [John Greenewald](#)  
**To:** [USDAFOIA - OCIO](#)  
**Subject:** FOIA REQUEST  
**Date:** Saturday, June 25, 2016 4:46:28 PM

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To whom it may concern,

This is a non-commercial request made under the provisions of the Freedom of Information Act 5 U.S.C. S 552. My FOIA requester status as a "representative of the news media." I am a freelance television producer often working on documentaries related to my FOIA requests, my work is commonly featured throughout major news organizations, and I freelance writer for news sites as well. Examples can be given, if needed.

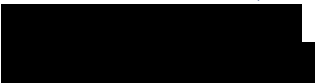
I prefer electronic delivery of the requested material either via email to [john@greenewald.com](mailto:john@greenewald.com) or via CD-ROM or DVD via postal mail. Please contact me should this FOIA request should incur a charge.

I respectfully request a copy of all complaints submitted about your agency's cafeteria (at Headquarters). Please include all correspondence relating to this complaints (which would include internal agency communications, emails, memos, etc.) for the calendar years of 2014 and 2015.

Thank you so much for your time, and I am very much looking forward to your response.

Sincerely,

John Greenewald, Jr.



Sincerely,

**John Greenewald, Jr.**

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