This document is made available through the declassification efforts and research of John Greenewald, Jr., creator of:



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Discover the Truth at: http://www.theblackvault.com



7 January 2015

Mr. John Greenewald, Jr.

Reference: F-2014-02236

Dear Mr. Greenewald:

This is a final response to your 5 August 2014 Freedom of Information Act (FOIA) request for "a copy of all complaints submitted to the Central Intelligence Agency about the CIA cafeteria. Please include all correspondence relating to this (sic) complaints (which would include internal agency communications, emails, memos, etc.) for the calendar year 2013." We processed your request in accordance with the FOIA, 5 U.S.C. § 552, as amended, and the CIA Information Act, 50 U.S.C. § 431, as amended. Our processing included a search for records as described in our 22 August 2014 acceptance letter.

We completed a thorough search for records responsive to your request and located two documents, consisting of two pages, which we determined can be released in their entirety. Copies of the documents are enclosed at Tab A. We also determined that 15 documents, consisting of 15 pages, can be released in segregable form with deletions made on the basis of FOIA exemption (b)(3). Copies of the documents and explanation of exemptions are enclosed at Tab B. Exemption (b)(3) pertains to information exempt from disclosure by statute. The relevant statutes are Section 6 of the Central Intelligence Agency Act of 1949, as amended, and Section 102A(i)(l) of the National Security Act of 1947, as amended. As the Acting CIA Information and Privacy Coordinator, I am the CIA official responsible for this determination. You have the right to appeal this response to the Agency Release Panel, in my care, within 45 days from the date of this letter. Please include the basis of your appeal.

We also conducted a search of our previously released database and located the enclosed five documents (Tab C), consisting of seven pages, which we believe to be responsive to your request. Please be advised that these documents were released in connection with an earlier request for records on other subjects.

Sincerely,

John Giuffrida Acting Information and Privacy Coordinator

TAB A

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Your Comment:

400 н at am on

Thank you for taking the time to let us know. We are committed to making every day a better day for our guests. If you would like to have us contact you personally about your comment, please complete the following:

Name

13 Date Phone / E-mail

Our Response:

Thank you for your comment!



Your C	comment:
Please Lo	we more small containers of
Honeynest Co	helios on Com Pops cereal. They always
where the	and instead up have long stratches no is nothing but Pocoa Pufk
and Luck.	Charms!
	·

Thank you for taking the time to let us know. We are committed to making every day a better day for our guests. If you would like to have us contact you personally about your comment, please complete the following:

Name-

14 August 2013 Bate

Phone / E-mail

Our Response:

Thank you for your comment!

sodexo

TAB B

Freedom of Information Act:

- (b)(1) exempts from disclosure information currently and properly classified, pursuant to an Executive Order;
- (b)(2) exempts from disclosure information, which pertains solely to the internal personnel rules and practices of the Agency;
- (b)(3) exempts from disclosure information that another federal statute protects, provided that the other federal statute either requires that the matters be withheld, or establishes particular criteria for withholding or refers to particular types of matters to be withheld. The (b)(3) statutes upon which the CIA relies include, but are not limited to, the CIA Act of 1949;
- (b)(4) exempts from disclosure trade secrets and commercial or financial information that is obtained from a person and that is privileged or confidential;
- (b)(5) exempts from disclosure inter-and intra-agency memoranda or letters that would not be available by law to a party other than an agency in litigation with the agency;
- (b)(6) exempts from disclosure information from personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of privacy;
- (b)(7) exempts from disclosure information compiled for law enforcement purposes to the extent that the production of the information (A) could reasonably be expected to interfere with enforcement proceedings; (B) would deprive a person of a right to a fair trial or an impartial adjudication; (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy; (D) could reasonably be expected to disclose the identity of a confidential source or, in the case of information compiled by a criminal law enforcement authority in the course of a criminal investigation or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source; (E) would disclose techniques and procedures for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law; or (F) could reasonably be expected to endanger any individual's life or physical safety;
- (b)(8) exempts from disclosure information contained in reports or related to examination, operating, or condition reports prepared by, or on behalf of, or for use of an agency responsible for regulating or supervising financial institutions; and
- (b)(9) exempts from disclosure geological and geophysical information and data, including maps, concerning wells.

April 2012

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Fiora Gale 01/21/2011	- 104 46 FM	UNCLASSIFIED Subject Facilities Support Feedback Su To: Cc	ubmission - Dunkin Donuts product availability at	(b)((b)((b)(
edback: The latte mach portunities to get for	product availability at	ut down by 4:15, and the store is suppos is is closed at I work in a 24/7	view. sed to be open until 5:00. There are very limited 7 office and it is dissepointing when the limited	(b)((b)((b)(
bmitted By:		·		(b)(
il Type: Official		UNCLASSIFIED		
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From Doter	Sabiject Facilities Support Feedback Submission - Vegan/Vegetarian Fo So	(b)(3) (b)(3)
	<u>Show Deta</u>	<u>ülı</u>
New Feedback submitted. Please login to the	to view.	(b)(3)
Subject: Vegan/Vegetarian Feedback: Hello,		
this week, this seems to be reversed. On the 1	us for marking "vegan" and "vegetarian" have changed to a V and a VG, however, on many of the menus HQ menu this week for instance, there many items that have cheese in them that are marked V (vegan), ms that are marked VG, I am uncertain if they are vegan or not since they all seem muslabeled.	
vegetarians. Even when there is an option at tofu dish once a few weeks ago, the	and I am noticing all the	(b)(3) (b)(3) (b)(3)
	s in the Agency, but it would be mice to see menus properly indicating vegan and vegetarian which mice to see an occasional, clearly marked vegan option in the once and better than it is right now).	(b)(3)
I appreciate your time and am happy HQ is such	h a vegan friendly location at least. Thank you.	
	•	(b)(3)
Submitted By:	•	(b)(3)
Mail Type: Official	UNCLASSIFIED	

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From From		UNCLAS:	SIFIED Support Feedback Submission	- Caleteria	· (
Cate 02/05/201.	MA 03 50 4	To	upport recubeck Submission		(
		- Co			Show
	9749 had velkalle villande had 1 kil 1	an e verse an danse Bande e nie et Williads 16 449 e 14 juny de eeus gegengte et gelt eeuw de vande hindste danse	lada da da da akad kan ge baran aryan karan aryan karan ara karan ar		
History This messa	ge has been replied to and forwarded.		· · · · · · · · · · · · · · · · · · ·		
New Feedback submitted.	Please login to the	· •	to view.		(
Subject: Cafeteria	, ,				í
Simply, the service is a	o submit an observation vo	Dice by many of the folks	working at in regar	ds to the cafeteria ser	vice. (
	ash register line is long,	the nerson who handles	the register is doing so	mething elte. like erac	king shelves right the
next to the register I	bes she not see that the l ash register line is alway	line is lining up sometim	tes to 7 persons long?		
	ng the shelves or doing the		· ,		
The most important thing	is to have someone alway:				
Second, getting good con this coffee every morning	fee at is a crap shoot ag? Do they have training t	c. Sometimes, it's water to know how to make the c	y, sometimes it bunt a offee correctly?	and almost rarely is it	tastes good. Who mak(
Thirdly, it seems like a And on the hot grill sid	the cafeteria is always de, sometimes no one is ave	s under manned. When the ailable to server the hot	deli line is very long, : lunch on display and fo	there is only one perso lks are waiting around	n serving up sandwich (for someone to come c)
from inside the kitchen					
I've just notice that the					
	- L	•	omer friendly and enjoyah		
	a specifically what needs	to be done. However, I c	can tell you that you nee		register to process
people out quickly and :	a specifically what needs to not wait in line looking a	to be done. However, I o round saying, "Where's th	can tell you that you nee the cashier?"	d someone manning that	register to process
people out quickly and : Secondly, that deli line	a specifically what needs	to be done. However, I o round saying, "Where's th	can tell you that you nee the cashier?"	d someone manning that	register to process
people out quickly and :	a specifically what needs to not wait in line looking a	to be done. However, I o round saying, "Where's th	can tell you that you nee the cashier?"	d someone manning that	register to process
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people out quickly and : Secondly, that deli line Just my thoughts Submitted By:	a specifically what needs to not wait in line looking a	to be done. However, I o round saying, "Where's th ou need to get at least a	can tell you that you nee be cashier?" Another person to serve i	d someone manning that	register to process

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ubject: Limited salad bar options eedback: Just wondering why during t		bealthiest option		fferings limited? All	the other fried	(0)(
nd junk food is still plentiful.						(b)(
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Feedback submitted. Pleas	e login to the			to view.		·	(b)(3
	ack of Service iffereing from lack of ill. It's important to and when they are do no	note the cashier : t cook the food we	is always availa	short staffed able and has a	great customer s	ervice attitude; ha	(b)((during core ovever, the
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	From Date	UNCLASSIFIED Subject: Facilities Support To. Co.	(b)(3) (b)(3) Show Dr
History:	This message has been replied to.		
lew Feedba	nck submitted. Please login to the	to view.	(b)(3)

Subject: Cafeteria

Feedback: I am writing to express my sericus disappointment with the state of the cafeteria menu. Today I bought Thai Basil Chicken that was literally inedible. It cost me \$8.66 because it is sold by weight, and I threw it away after one bite. For that amount of money, I could buy a decent meal in a restaurant. But here, with no receipt and no recourse, I just had to throw \$8.66 worth of "chicken" and rice in the trash.

We are a captive audience here, and I know that is part of the issue. We have no choice but to either bring our own food, or eat what you are offering, and pay your prices.

For my future knowledge, if I decide to eat a Scdexo meal again, what recourse do I have if the food is inedible?

Thanks for listening.

Submitted By;

Mail Type: Official

UNCLASSIFIED

(b)(3) (b)(3) C06267932

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Frans Dole: 07/10/2012 12:47 PM	UNCLASSIFIED Subject Facilities Support Feedback Submission - Lunch 10 July fo Cc	(b) (b)
History; This message has been replied to.		
New Feedback submitted. Please login to t Subject: Lunch 10 July Feedback: The food choices at the cafe ar	e generally very good, but I'd like to highlight the Flounder Piccata served for lunch	(b)(3
as being one of my favorite meals in a ver Submitted By:	ery long time, anywhere. Well done!	(b)(
Nail Type: Official		
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Approved for Release: 2014/12/08 C06267933

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		UNCLASSIFIED	
	From Date: 01-24/2013 05:21 AM	Subject: Facilities Support Feedback Submission - Cafe at	(b)(3) (b)(3)
			Show Detai
History	This message has been replied to.		
	eack submitted. Please login to the	to view.	(b)(3)
Subject: (Feedback:	Cafe a I Is there something that can be done	to get additional help in the Cafe at The lines are almost always wrapped around the same	(b)(3) Lad t(b)(3)
Additiona time.	lly, would it be possible to get more	food sent from Not bar/buffet items are OFIEN gone by 12:30. Even the soups are gone	at t?(b)(3)

Lastly, it seems the menu choices need better variety. This week there was butternut squash AND roasted sweet potatoes and then brussel sprouts. The soups could use a 'shake up' also. We're getting the same ones week after week.

Thanks!!	155	
Submitted By:		

Mail Type: Official

UNCLASSIFIED

(b)(3)

Approved for Release: 2014/12/08 C06267992



Your Comment: THEASE PRIDE

A BROADER CHOICE OF HEALTHIER BREAD FOR PANINI SANDWICHES. WHITE BREAD IS NOT AS HEALTHY, CHEAP, AND UNIMAGINATIVE.

Thank you for taking the time to let us know. We are committed to improving the Quality of Life for our guests. If you would like to have us contact you personally about your comment, please

(b)(3)

Www.sodexoUSA.com

Wing.		1/13 Data
Traffic	Phone / E-mail	Date
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Our Respo	onse:	
Thinks for your	comments	
Trunis Ior your		
We have looked	I into this in the	post and
	ece a which be	
for the tenini S	conduciches, like	connot be
	at build for the	
However, we u	sill continue to	look.

Thank you for eating with us.

Our aim is to make the food and service better for you every day. So please tell us about your experience. When finished, put this card into our suggestion box or hand it to any staff member.

Think about your food and service experience today.

Vhat needs to be bet	er? Last week, on 1/9/13, the two firs	h-breaked
	(Neska 1 think) were both replaced with	
	with sovertened and insuretened ay	
,	this tea is fresh brewed, but it tasks	
	chemically task to it. I had to throw	
when I bought a	ome last walnesday.	
	/suggestions would you like to share?	-
	ppy if you returned one of the fresh-b	
	a pots. It is the only thing I routinely	
	land, while starbudes ind the is an opt	
v ·	s & takes more time to cot).	
	onsideration.	
Jame	Contact number	(b)(
-mail	Date 1/15/13	(b)
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our Service Team res	ponse:	

I miss the olg **Your Commer** nas wings hav 20 20 do 100 0 47 ^ e C are 1 101 Thank you for taking the time to let us know. We are committed to makin every day a better day for our guests. If you would like to have us contact you . (b)(3) comment. please complete the following: Date Phone / E-mail Name Our Respo henn 25 one th availab کہ Gacin (One (b)(3) Thank you for your comment! sodex

Thank you for eating with us.

Our aim is to make the food and service better for you every day. So please tell us about your experience. When finished, put this card into our suggestion box or hand it to any staff member.

Think about your food and service experience today.

What was good? I loved the shrimp risotto and the Super Bowl Chicken Kabobs. Please soon. The cultural bring them back are great days celebration What needs to be better? More gluten free options in the hot food area please Can you make Curry chicken without wheat ? I love it, but because it isn't gluten for can't eat ilease list the alergens on food labels the I celebration days during cultura What other comments/suggestions would you like to share? Kababi: was delicious (b)(3) Contact number Name 12013 5 17 Date E-mail Your Service Team response:

Your	Com	me	nt			
The tea	alinec	t Huo	enef:+	from	additio	Isna
Server	s-the	line i	salmay	s so lo	ng!	
The pla	ritains	at	enex	ellert	Fasty	
additio	n				. 1	

Thank you for taking the time to let us know. We are committed to making every day a better day for our guests. If you would like to have us contact you personally about your comment, please complete the following:

		May 3 2013 ((b)(3)
Name	Phone / E-mail	Date

Our Response:

Thank you for your comment!



Help! We have Your Comment: 20 3 De. 1 0 ne Thank you for taking the time to let us know. We are committed to making every day a better day for our guests. If you would like to have us contact you personally about your comment, please complete the following: 9 July 13 (b)(3) Phone / E-mail Name

Our Response: dback COME SDRC con Des D (b)(3) Thank you for your comment!

sodex

Your Commer Thank you for taking the time to let us know. We are committed to making every day a better day for our guests. If you would like to have us contact you personally about your comment, please complete the following: 27/13 (b)(3) 7/e Date Name Phone / E-mail

Our Response:

bock HOLE COMMIN de employ na aggin Cecha hou Casine Rnothic to gil us Oele Thenks (b)(3) Thank you for your comment.

sode

TAB C

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Approved for Release: 2013/09/04

UNCLASSIFIED

10×	From:	Subject: Re: Facilities Support Feedback Submission - Iced tea in HQ Careteria
	Date: 01/09/2013 02:09 Pl	To:
****		Bcc: This message is digitally signed.
lassification:	UNCLASSIFIED	
hank you for	your feedback. I will forwa	vard your comments to the Sodexo team.
Thank you		
	New Feedba	ack submitted. Please login to the F 01/09/2013 01:05:07 PM
From: To:		
Cc:	01/09/2013 01:05 PM	
Date: Subject:		ack Submission - Iced tea in OHQ Careteria
eplaced w ew tea ta einstatin	ith different despendent stes terrible as doe g the previous dispendent you. By and large t	previous Brewed Iced Tea dispensers have been ensers with pipes coming out of the back. This bes most processed tea. Please consider bensers or with something that brews the tea close the cafeteria doesn an excellent job.
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Approved for Release: 2013/09/04

(b)(3)

UNCLASSIFIED

161	From: Subject: Re: Facilities Support Feedback Submission - Hot bar	
	Date: 01/09/2013 02:10 PM Bcc:	
HOLE & CANCEL	This message is digitally signed.	
lassificatio	n: UNCLASSIFIED	
hank you f	or your feedback- I will be sure to share your comments with the Sodexo team!	
	New Feedback submitted. Please login to the F 01/09/2013 12:44:36 PM	
From: Fo: Dc: Date:	01/09/2013 12:44 PM	
Subject:	Facilities Support Feedback Submission - Hot bar	
	back submitted. Please login to the state to view.	
ubject: eedback: ood. Th	The carrots on the hot bar today, 9 January 2013, were amazingly	
ubmitted	i By:	
Classificatio	on: UNCLASSIFIED	

Approved for Release: 2013/09/04

C06099023

UNCLASSIFIED

	From:	Subject:	Re: Facilities Support Feedback Submission - Today's Russian Menu
	Date: 01/24/2013 02:33 PM	To:	
ARAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA		Cc:	
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Classification: L	JNCLASSIFIED		
			`
Thank you for y	our feedback I am sorry to bear that y	ou were so	disappointed with the menu. The menu

Thank you for your feedback. I am sorry to hear that you were so disappointed with the menu. The menu that I was presented and what is posted on the FS website does not have the backward R, so I'm not sure where that came from or why it was put on there. I will share your comments with the Sodexo culinary team.

Thank you	
	New Feedback submitted. Please login to the 01/24/2013 01:35:20 PM
From: To: Cc:	
Date: Subject:	01/24/2013 01:35 PM Facilities Support Feedback Submission - Today's Russian Menu

New Feedback submitted. Please login to the ______

Subject: Today's Russian Menu

Feedback: I had the Russian meal today and am disappointed. First of all, to try to be cute with substituting a backward R, a "Ya", for an R, is tacky. I feel that someone tried to "Americanize" the food so it is palatable to Americans. Please realize that many of us have really traveled to these countries and when you provide food like you did today, it causes me to not support this kind of cuisine in the future. I feel that for example Beef Stroganoff is more American than Russian.

Submitted By:		
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Classification: UNCLASSIFIED

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Approved for Release: 2013/09/04

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From: Date:	03/08/2013 11:33 AM	Subject:	Re: Facilities Support Feedback Submission - Food Services - Listing Common Allergens
Date:	03/08/2013 11:33 AN	¹ To:	

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In my absence for the last 10 days, I apologize if your FS Feedback submission was not answered.

Your comments were forwarded to senior Sodexo Managers and they indicated that Simple Servings are offered at HQ on Tuesday and Thursday. These dishes offer Allergen and Gluten free ingredients. Also, IDB lists allergens (similar to the station signs) unless they contain non of the common allergens in which case they are left blank.

Please let me know if you have further questions or concerns or ask to speak with a member of the Sodexo management team in the cafeteria.

Thanks for the Feedback (and again sorry if you hadn't received a response sooner).

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• •	New Feedback	submitted. Please login to the F 02/19/2013 04:42:58 PM
From:		
To:		
Cc:	00/10/00/10 0/ 10 0/1	
Date:	02/19/2013 04:42 PM	You a first state of the state of state
Subject:	Facilities Support Feedback S	ubmission - Food Services - Listing Common Allergens

New Feedback submitted. Please login to the ______

Subject: Food Services - Listing Common Allergens Feedback: I am excited to see the changes coming with the Mindful food collection. I was happy to see that SOME of your dishes now have labels on them that denote common food allergens. I would like to see that all of your dishes contain the list of common food allergens used in their preparation.

I am unable to consume products that contain gluten. Since nothing in the cafeteria is clearly labeled as gluten free, I have been limited to only eating salad with a dressing that I bring from home. Every day I see options that COULD be gluten free, like your chicken and mashed potatoes. Without clear labeling, I do not want to take a chance on getting sick.

Can you please enhance your labeling practices, so that others like me can

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further participate in the new food options?

Submitted By:

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	From: Date:	03/20/2013 10:42 AM	Subject: To:	Fw: Facilities Support Feedback Submission - Jazz salads in Cafeteria
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Project Man	ager on th	is note to research th	cafeteria e his issue.	experience. I am including FS' Cafeteria Services Additionally, Sodexo's senior managers will be
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---- Forwarded by

on 03/20/2013 10:40 AM -----

Date:	03/19/2013 10:59 AM	
Subject:	Facilities Support Feedback Submission - Jazz salads in Cafeteria	

New Feedback submitted. Please login to the ______

Subject: Jazz salads in Cafeteria Feedback: Hi - I've sent comments about the jazz salads being misadvertised before, but yesterday takes the cake. The Jazz Salad was supposed to be a Sonoma Grape and Proscuitto salad. This was advertised on the on-line menu, and on the sign above the salad (sometimes they are different). This is one of my favorites, so I stand in line and notice there are no grapes. Grapes are in the title of the salad. I asked about them, and the server pointed to the cherry tomatos, said they were red grapes. I said, "no, those are tomatos, soooo should I just get grapes from the salad bar". She didn't really give an opinion - but I did get grapes from the salad bar, and I did tell the cashier about it (she asked me to write a note - I hope you got the note). I do not condone putting salad bar items into a Jazz salad (I have been known to get a separate container for salad bar items to add to my jazz salad) but felt justified in this case.

However, when an item is in the title of the Jazz Salad, please make an effort to include this item in the actual salad. Thank you.

Submitted By:

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