



November 20, 2025 — Sent via email

David Burger  
Director@covenantforwarriors.org

Dear David Burger:

This responds to your September 11 and 24 submissions to the Office of Government Information Services (OGIS), an office of the National Archives and Records Administration. We apologize for our delay in responding to your submission. We are doing our best to respond to the demand for our services as quickly as we can. Thank you for your patience as we handled your case.

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 carefully reviewed your submission of information and we understand that you submitted a records request to the Department of State (DOS). You explain that you have not received a response to your request; we understand you may be frustrated by the agency's delay. Delays in processing FOIA requests, while unfortunate, are an unavoidable aspect of the FOIA for many agencies, particularly those that receive as many requests and appeals as DOS.

OGIS cannot compel an agency to process FOIA requests more quickly, or to process a particular request before others in its queue. When FOIA requesters reach out to OGIS regarding a delay, OGIS works to open the lines of communication between the requester and the agency. It is important to know that all federal agencies are required to provide an estimated date of completion when asked (5 U.S.C. § 552(a)(7)(B)(ii)). At this time, if your request (**F-2025-28025**) is still pending, you may wish to contact DOS's FOIA Requester Service Center to obtain an estimated date of completion. DOS's FOIA Requester Service Center can be reached at 202-261-8484, or by emailing [foiastatus@state.gov](mailto:foiastatus@state.gov).

As you may be aware, much of the federal government was shut down from October 1st to November 12th, 2025. Impacted agencies began resuming normal operations on November 13, 2025. Please note, due to the typical volume of FOIA requests and status inquiries received, you may experience a delay until the agency can respond.

We hope you find this information useful. At this time, we will take no further action. If you have questions or concerns that we have not addressed, please contact us again.

Best regards,  
The OGIS Staff