



OFFICE OF INSPECTOR GENERAL  
UNITED STATES POSTAL SERVICE

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October 19, 2021

Mr. Brian Carr  
1201 Brady Drive  
Irving, TX 75061

via email: [carrbp@gmail.com](mailto:carrbp@gmail.com)

RE: FOIA No. 2021-IGFP-00021

Dear Mr. Carr:

This responds to your October 8 Freedom of Information Act (FOIA) request to the U.S. Postal Service Office of Inspector General (OIG) for records related to the policy of the USPS OIG to refer all problems with delivery and tracking to USPS management.

FOIA is about records we have in our possession. The FOIA provides only for disclosing federal agency records and does not require government agencies to answer questions, conduct unreasonably burdensome research, or create records. Agencies need not add explanatory materials to any records disclosed in response to a FOIA request.

We searched with subject matter experts (SMEs) in the OIG Hotline and Office of Investigations and could find no specific policy related to your request. However, we were advised, during processing, the OIG Hotline determines the best routing (OIG, Inspection Service, Postal Service, other agency, etc.) for an allegation on a case-by-case basis. Even when an allegation is assigned within the OIG to an agent, upon further review, the agent may decide the issues raised are best addressed by Postal Service Management.

The OIG receives numerous complaints daily. The OIG understands every allegation is important to the complainant and to the Postal Service. Unfortunately, due to the influx of allegations which may vary daily and limited investigative resources, allegations must be prioritized for further investigative considerations. Even when allegations are determined to be better addressed by Postal Service Management, they are still maintained in an electronic database for further review to determine significant issues including fraudulent schemes and/or trends that will rise to the level of priority attention. Although a single allegation may not warrant immediate attention when the allegation is reported, several similar allegations over time received within the same area of responsibility or involving a specific individual may result in further investigative efforts to determine if a case is warranted.

If you have questions regarding the processing of this request, please submit them in writing to [foia@uspsoig.gov](mailto:foia@uspsoig.gov). We will provide you an answer within two working days. You may also contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is: Office of Government Information Services, National Archives and Records Administration, Room 2510, 8601 Adelphi Road, College Park, Maryland 20740-6001, e-mail at [ogis@nara.gov](mailto:ogis@nara.gov); telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

If you are not satisfied with our action on your FOIA request, you may file an administrative appeal. To do so, write to the attention of, Appeals Officer, 1735 N. Lynn Street, Arlington, VA 22209-2020, within 90 days of the date of this letter. We accept written appeals via U.S. Mail; e-mail to [FOIA@uspsoig.gov](mailto:FOIA@uspsoig.gov); or fax to 703-248-4626. Include the initial request number (e.g., 20XX-IGXX-00XXX) and the date of this letter. Explain what specific action the FOIA Office took that you are appealing. Mark all correspondence "Freedom of Information Act Appeal."

Sincerely,

Tanya Hefley  
Acting Manager – FOIA, Policy, and Records