



Homeland Security

Privacy Office, Mail Stop 0655

May 05, 2014

Todd Feathers
DEPT MR 10136
PO Box 55819
Boston, MA 02205-5819

Re: 2014-HQFO-00440

Dear Mr. Feathers:

This letter is the final response to your April 08, 2014 Freedom of Information Act (FOIA) request addressed to the Department of Homeland Security (DHS). You requested copies of all Complaint Tracking System (CTS) reports compiled during the 2013 calendar year that analyze the categories below-mentioned : According to the Department of Homeland Security's June 29, 2009 Privacy Impact Assessment for CTS, the system "has customized reporting features built into the system. These reports allow the Privacy Office to report on the number of privacy complaints, the categories of complaints, and the disposition of complaints. Reports will also include the component from which the complaint originated". This office received your request on April 08, 2014.

Privacy complaints which are reported in the 803 report every quarter. Information responsive to your request can be accessed online at <http://www.dhs.gov/privacy-foia-reports>, accessed on May 5, 2014. Pursuant to 5 U.S.C. § 552 (a)(2), DHS need not make available under FOIA records that are published.

If you deem this advisement an adverse determination, you may exercise your appeal rights. Should you wish to do so, you must send your appeal and a copy of this letter, within 60 days of the date of this letter, to: Associate General Counsel (General Law), U.S. Department of Homeland Security, Washington, D.C. 20528, following the procedures outlined in the DHS FOIA regulations at 6 C.F.R. § 5.9. Your envelope and letter should be marked "FOIA Appeal." Copies of the FOIA and DHS regulations are available at www.dhs.gov/foia.

The Office of Government Information Services (OGIS) mediates disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation. If you are requesting access to your own records (which is considered a Privacy Act request), you should know that OGIS does not have the authority to handle requests made under the Privacy Act of 1974. If you wish to contact OGIS, you may email them at ogis@nara.gov or call 1-877-684-6448.

Provisions of the FOIA allow us to recover part of the cost of complying with your request. In this instance, because the cost is below the \$14 minimum, there is no charge.

If you need to contact our office concerning this request, please call 1-866-431-0486 or 202-343-1743 and refer to 2014-HQFO-00440.

Sincerely,

A handwritten signature in blue ink that reads "Amy Pugh". The signature is fluid and cursive, with the first name "Amy" being more prominent than the last name "Pugh".

Amy Pugh
Senior FOIA Program Specialist