

# United States Secret Service

U.S. Department of the Treasury

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## Information Quality

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### Administrative Complaint Mechanism

Section 515 requires each agency to develop an administrative mechanism for receiving complaints and appeals regarding information quality. Within this structure, any person or organization may assert a claim that Secret Service information (as defined within the "Scope" of this section) does not comply with OMB or Treasury guidelines, and, if appropriate, may petition for correction or remedy. Using the administrative mechanism outlined below, affected persons can seek, and obtain where appropriate, timely correction of Secret Service information that does not comply with OMB or Department guidelines.

Complaints regarding Secret Service data quality issues should be directed to:

United States Secret Service (MNO)  
ATTN: Information Quality Officer  
Suite 7800  
950 H Street, NW  
Washington, DC 20223

e-mail: [IQO@SecretService.gov](mailto:IQO@SecretService.gov)

When petitioning for correction or remedy, each request should include:

- Description of the information deemed to need correction.
- Manner in which the information does not comply with the information quality guidelines.
- Manner disseminated and, if available, date of dissemination.
- Specific error(s) cited for correction and proposed correction or remedy, if any.
- How the person was affected and how correction would benefit them.
- Petitioner's contact information for the agency reply on whether and how correction will be made.

The Secret Service Information Quality Officer will respond to complaints and/or requests for correction within 60 days of receipt. If the complaint requires an extended period of time for processing, the petitioner will be notified.

**Complaint Review and Resolution.** All materials responsive to an information quality ("IQ") complaint must be collected and processed by the Information Quality Officer within the 60 day research and response period. After thorough review and conclusion, a response is sent to the requester on whether and how correction will be made. Any releasable information may be sent to the requestor along with the written response. If applicable, the written response may also indicate the type of material withheld, the exemptions claimed, and the right to administratively appeal any denial of information.

**Administrative Appeal Process.** The Secret Service has developed an administrative appeal process in the event a petitioner is not satisfied with the reply. This right to appeal will be included in the notice of denial issued during the complaint process.

The Assistant Director, Office of Administration is the agency's administrative authority for Information Quality appeals. In an appeal, the AD-Administration determines if the Secret Service has properly administered and complied with Information Quality rules and regulations regarding request for correction or remedy, and a discussion of why the request is not acceptable. The AD-Administration's decision is the final step in the agency's administrative appeal process.

After the petitioner receives a response or decision from the agency on complaint, the incumbent must send their appeal of the ruling within 30 calendar days of the decision date. Appeals should be directed to:

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Upon receipt, the Information Quality Officer will forward the appeal to the AD-Administration.

The agency must respond to appeals and/or requests for correction within 60 days of receipt. If the appeal requires an extended period of time for processing, the agency must notify the petitioner.

**Exclusions.** Certain disseminations of information include a comprehensive public comment process (e.g., notices of proposed rulemaking (NPRM), regulatory analyses, and requests for comment on an information collection subject to the Paperwork Reduction Act). The administrative complaint mechanism described in these guidelines does not apply to such documents. Persons questioning information disseminated in such a document must submit comments as directed in that document.

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