

**Welcome to the
United States Department of the Army
Quality of Information Program**

Background

The Office of Management and Budget (OMB) issued "[Guidelines for Ensuring and Maximizing the Quality, Objectivity, Utility, and Integrity of Information Disseminated by Federal Agencies](#)" in the Federal Register on February 22, 2002, Volume 67, Number 36, page 8452. Congress directed OMB to issue these guidelines in Section 515 of the Treasury and General Government Appropriations Act for Fiscal Year 2001 (Public Law 106-554). Subsequent requirements were published by U.S. [Deputy Secretary of Defense](#) memorandum, 10 February 2003, subject: [Ensuring Quality of Information Disseminated to the Public by the Department of Defense](#) (DOD).

This web page provides general guidance pertaining to submitting claims for correction of information maintained and disseminated to the public by the U.S. Department of the Army. The Department of the Army Quality of Information Program correction mechanisms are not intended to imply any rights of individuals to request amendment of their own records beyond those permitted by the Privacy Act of 1974 or other organization specific laws.

How to Submit Formal Quality of Information Claims

All claims for correction of Army information must be in writing and include at a minimum:

- Requestor Contact Information. The requestor's name, mailing address, telephone number, fax number (if any), email address (if any), and organizational affiliation (if any).
- Statement that the claim for correction of information is submitted under the Department of the Army's Quality of Information Program.
- Detailed Description of Information to Correct. The name of the Army publication, report, or data product; the date of issuance or other identifying information such as the URL of the web page; the originating agency; and a detailed description that clearly identifies the specific portion for which a correction is being sought. Requestors are encouraged to submit a copy of the disseminated information in question to preclude delays in processing.
- Explanation of Noncompliance with Information Quality Guidelines. A detailed explanation describing how the information fails to meet DOD Information Quality Guidelines.
- Explanation of the Effect of the Alleged Error. A detailed explanation describing how the alleged error harms or how a correction would benefit the requestor.

- Recommendation and Justification for how the Information Should Be Corrected. The requestor should state specifically how the information should be corrected and explain why the corrections should be made. A request for correction that is specific and provides evidence to support the need for correction is likely to be more persuasive than a general request. Include supporting documentary evidence, such as comparable data or research results on the same topic, that will help in evaluating the merits of the request.

Submit claims via mail, or fax to:

DA Freedom of Information and Privacy Acts Office
Attention: Quality of Information Program
7798 Cissna Road, Suite 205
Springfield, VA 22150-3166
Fax: (703) 806-7135

Response times

The Army Quality of Information Program Office will respond to all claims for correction within 60 working days of receipt. If the claim requires more than 60 working days to resolve, the requestor will be notified in writing that more time is required, the reason why, and an estimated response date.

Disclaimer

The Army Quality of Information Program Office may reject claims made in bad faith, without justification, or those unable to process due to omitted requested elements. Requestors bear the burden of proof with respect to the necessity for correction as well as with respect to the type of correction sought. Army activities will base decisions on the merit of the information provided by the requestor.