



FEDERAL CONTACT SHEET FOR IMMIGRATION CASE ISSUES		
USCIS	<i>Issues with cases before USCIS, e.g. SIJS interview delays, asylum case, etc.</i>	Contact the local field office first: http://www.uscis.gov/about-us/find-uscis-office/field-offices If no response is received call the Customer Service Center 1-800-375-5283 If problems continue contact the ombudsman http://www.dhs.gov/contact-cisomb
EOIR	<i>Court related issues: hearing date, EOIR hotline, COA, etc.</i>	First contact your local field office Assistant Chief Immigration Judge (ACIJ), available here: http://www.justice.gov/eoir/acij-assignments Email the EOIR engagement office EngageWithEOIR@usdoj.gov EOIR Hotline: 1-800-898-7180 or 240-314-1500 <i>*Note the attorney of record should be taking care of this</i>
ICE	<i>Family separation issues (e.g., a detained parent seeking a separated family member or to reunite with a child)</i>	Always state that you are calling regarding a parental interests inquiry or enter "Parental Interests Inquiry" in the subject line of the email Contact the local outreach office by sending them an email http://www.ice.gov/contact/ero or completing this online form http://www.ice.gov/webform/ero-contact-form If no response, call the Detention Reporting and Information Line: 1-888-351-4024
	<i>Locating a family member or client</i>	Use the Online Detainee Locator System to locate a detained family member in ICE custody: https://locator.ice.gov/odls/homePage.do
	<i>Other ICE concern/complaint</i>	Email the ERO engagement office ERO.INFO@ICE.DHS.gov
Joint Intake Center (JIC)	<i>Centralized complaint center for DHS</i>	File a complaint with JIC and also with CRCL if there is both misconduct and civil right and civil liberties concerns. Also, see this guide on filing complaints. DHS Office of Inspector General (OIG) may investigate first for criminal allegations. Email: Joint.Intake@dhs.gov and Phone: 877-2INTAKE (877-246-8253)
DHS Office of Civil Rights and Civil Liberties (CRCL)	<i>Filing a CRCL Complaint</i>	You can file a complaint regarding any civil rights and civil liberties concern with any DHS agency. (Complaints can be about treatment, language access, failing to return belongings/documents*, refusal to facilitate contact, etc). Include the G-28 or release form from the child (and sponsor) with the CRCL complaint You can fill out a CRCL complaint at: https://www.dhs.gov/file-civil-rights-complaint , email the CRCLCompliance@hq.dhs.gov , or fax a complaint at 202-401-4708 <i>*Note for missing documents such as a birth certificate, they may be in the A-file.</i> <i>**CRCL may forward the investigation to another entity, such as CBP Internal Affairs, ICE, the Office of Inspector General, etc.</i>
ORR	<i>PREA and policy issues</i>	Email: PSAC@acf.hhs.gov or call the ORR helpline
	<i>ORR helpline for assistance Civil Rights Complaint</i>	ORR sponsor helpline (assistance for family regarding school enrollment, etc) : the ORR National Call Center information@ORRNCC.com or 1(800)203-7001 You can file a civil rights complaint regarding ORR with HHS's Office of Civil Rights: http://www.hhs.gov/ocr/civilrights/complaints/index.html
FBI	CHILD ABUSE OR NEGLECT ON FEDERAL LANDS AND/OR BY FEDERAL AGENT	<i>In any case, where there is no MOU with the local CPS agency, report the child abuse or neglect to the local FBI office.</i> Contact your local FBI Field Office: https://www.fbi.gov/contact-us/field-offices with reports of abuse or neglect on federal lands, property, or facilities. <i>*You may want to say you are reporting in accordance with the Victim of Child Abuse Act of 1990, 42 US Code Section 13031. See § 13031(c)(definitions of abuse and neglect); 28 CFR 81.2 (Reports of Abuse); 28 CFR 81.3 (Designation of Federal Bureau of Investigation).</i>