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|  | **FEDERAL CONTACT SHEET FOR IMMIGRATION CASE ISSUES** |
| **USCIS** | *Issues with cases before USCIS, e.g. SIJS interview delays, asylum case, etc.* | 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** | *Court related issues: hearing date, EOIR hotline, COA, etc*. | 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 *\*Note the attorney of record should be taking care of this* |
| **ICE** | *Family separation issues (e.g., a detained parent seeking a separated family member or to reunite with a child)* | **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**  |
| *Locating a family member or client* | **Use the Online Detainee Locator System to locate a detained family member in ICE custody:** <https://locator.ice.gov/odls/homePage.do>  |
| *Other ICE concern/complaint* | Email the ERO engagement office ERO.INFO@ICE.DHS.gov  |
| **Joint Intake Center (JIC)** | *Centralized complaint center for DHS* | **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](http://www.dhs.gov/sites/default/files/publications/dhs-complaint-avenues-guide_0.pdf) 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)** | *Filing a CRCL Complaint* | **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\**Note for missing documents such as a birth certificate, they may be in the A-file.* *\*\*CRCL may forward the investigation to another entity, such as CBP Internal Affairs, ICE, the Office of Inspector General, etc.* |
| **ORR** | *PREA and  policy issues* | Email: PSAC@acf.hhs.gov or call the ORR helpline |
| *ORR helpline for assistance**Civil Rights Complaint* | **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***.* | *In any case, where there is no MOU with the local CPS agency, report the child abuse or neglect to the local FBI office*. 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.*\*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). |