

**HOW DO I COMPLAIN TO AUTHORITIES ABOUT DETENTION STANDARDS
VIOLATIONS AND RELATED ABUSES?
WHY IS IT IMPORTANT THAT I DO THIS?**

DHS has set up a simple and straight-forward procedure for voicing complaints about detention standard violations. Following these procedures provides DHS with the opportunity to remedy the violations. It also allows for further constructive advocacy on issues which are not resolved. In addition to reporting the violations to the appropriate DHS authorities below, we hope you will send a copy of your complaint to the National Immigrant Justice Center so that advocates can track how DHS is responding to complaints.

Report Violation to Local ICE: Try to resolve any detention standards violation with your local ICE offices. Document those attempts and ICE responses even if such documentation is quite simple (e.g., copies of e-mail correspondence; notation of a phone call, message left, and whether the call was returned).

If Violations Are Unresolved At the Local Level, Report the Problem to ICE Headquarters: If the local authorities are non-responsive or fail to take appropriate action, report the problem to ICE headquarters. Such grievances should be submitted in writing or by e-mail and contain detailed information about the issue at hand and all prior attempts to solve the problem with local authorities.

Please direct these complaints to Mr. Timothy Perry, Acting Chief of the Detention Acquisition and Support Branch, ICE Office of Detention and Removal, U.S. Department of Homeland Security, 801 "I" Street, Suite 980, Washington, D.C. 20536. Tel: 202.732.2912; E-mail: timothy.perry@dhs.gov.

For complaints concerning medical and mental health care, advocates should copy Captain Philip Jarres, Branch Chief of Field Operations for the United States Public Health Service, 1220 L Street NW, Suite 500, Washington DC 20005. Tel: 202.732.0100; E-mail: philip.jarres@dhs.gov.

File a complaint with the DHS Office for Civil Rights and Civil Liberties (OCRCL): Complaints on detention standards violations which are unresolved at the local level should also be filed with the DHS Office for Civil Rights and Civil Liberties. Complaints should be submitted in writing or e-mail to: Department of Homeland Security, Mail Stop #0800, Office for Civil Rights and Civil Liberties, Washington, DC 20528. For packages/overnight deliveries, contact the office at Tel: 202.401.1474, 202.401.0470 (Local TTY); Toll Free: 1.866.644.8360, 1.866.644.8361 (TTY); E-mail: civil.liberties@dhs.gov.

In addition, complaints that relate to abuses by ICE and other law enforcement officials; profiling on the basis of race, ethnicity, or religion; and other due process violations should be sent to OCRCL at this address as well.

Website: http://www.dhs.gov/xabout/structure/editorial_0373.shtm

After reporting the complaint to DHS, PLEASE send a copy to the National Immigrant Justice Center. This allows advocates to track the process: The National Immigrant Justice Center will keep a record of all issues brought to ICE headquarters and OCRCL. Please send a "bcc" of your e-mail correspondence, or a hard copy of any other correspondence, to Tara Magner, Director of Policy, National Immigrant Justice Center, 208 S. LaSalle Street, Suite 1818, Chicago, IL 60604. Tel: 312.660.1363; Fax: 312.660.1505; E-mail: tmagner@heartlandalliance.org.

Prepared January 2007