



## **ENSURING COMPLIANCE WITH THE ICE DETENTION STANDARDS: PROCEDURES FOR COMPLAINTS OF NONCOMPLIANCE**

U.S. Immigration and Customs Enforcement (ICE) and the Department of Homeland Security (DHS) are fully committed to ensuring 100% implementation of the ICE Detention Standards (Standards). The Standards were developed to make certain all detention facilities are operated in a safe, secure, and humane condition for both detainees and staff. Providing a simple and transparent mechanism for reporting alleged violations of the Standards promotes ICE's immigration enforcement goals.

DHS has established procedures for reporting alleged violations of detention standards to the appropriate authorities and oversight entities within DHS. Following one or more of the procedures outlined below will provide ICE and DHS with an opportunity to investigate and address any reported violation.

**Reporting an Alleged Violation to ICE.** ICE is committed to resolving complaints at the earliest opportunity available. For this reason, alleged violations of our standards should be directed to the appropriate ICE field office so that immediate action can be taken.

**Contact the Local ICE Office First:** Non-governmental organizations (NGOs) should first contact the appropriate Detention and Removal Operations (DRO) field office. In most situations the concern can be addressed quickly and efficiently by local ICE management. A list of DRO field offices is available at <http://www.ice.gov/about/dro/contact.htm>. NGOs should make a record of the time, date, and the name of the ICE representative contacted.

**If Reported Violations Are Unresolved at the Local Level, Elevate the Concern to ICE Headquarters:** If the NGO feels the local ICE office failed to take appropriate action in a timely manner, the NGOs should report the matter to ICE Headquarters. Please direct these inquiries to Michael Meade, Acting Deputy Assistant Director, Detention Management Division, ICE Office of Detention and Removal, 801 I Street, NW, Suite 980, Washington, DC 20536; E-mail: [Michael.Meade@dhs.gov](mailto:Michael.Meade@dhs.gov); or Fax: 202-732-2982. All reports of alleged violations should be submitted in writing via letter, e-mail, or fax. If the concern involves medical or mental health care, the NGO should also 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; E-mail: [philip.jarres@dhs.gov](mailto:philip.jarres@dhs.gov); Fax: 202-732-0095;

**File a Complaint with the DHS Office for Civil Rights and Civil Liberties (CRCL):** NGOs are encouraged to attempt to resolve their concerns through contacting ICE, however complaints about alleged violations of the standards may also be filed directly with the DHS Office for Civil Rights and Civil Liberties. Complaints should be submitted in writing via letter, fax, or e-mail



# Homeland Security

to: Department of Homeland Security, 245 Murray Lane, SW, Building 410, Mail Stop #800, Office for Civil Rights and Civil Liberties, Review and Compliance Unit, 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); Fax: (202) 401-4708; E-mail: [civil.liberties@dhs.gov](mailto:civil.liberties@dhs.gov). In addition, complaints that relate to alleged abuses by ICE and other DHS law enforcement officials; profiling on the basis of race, ethnicity, or religion; and due process violations may be sent to CRCL at these addresses as well. CRCL may refer complaints back to ICE for resolution when appropriate. Website: <http://www.dhs.gov/civilliberties>.

**File a Complaint with the DHS Office of the Inspector General (OIG):** Complaints involving allegations of criminal misconduct or serious and repeated violations of DHS rules, policies or regulations will be submitted by ICE and CRCL to the OIG for possible investigation. Complaints can also be submitted to the OIG in writing via letter, e-mail, or fax to: Department of Homeland Security, Washington, DC 20528, Attn: Office of Inspector General; Hotline E-mail: [DHSOIGHOTLINE@dhs.gov](mailto:DHSOIGHOTLINE@dhs.gov); Fax: DHS OIG Hotline at 202-254-4292. The DHS OIG Hotline for complaints by phone is 1-800-323-8603. DHS OIG may refer complaints to ICE or elsewhere for resolution, therefore it is crucial that persons submitting complaints to the OIG include the phrase “I grant the DHS OIG permission to release my identity and complaint to any government agency or bureau that they deem appropriate.” If such permission is not granted, the OIG may close the complaint.