



Office of the Immigration Detention Ombudsman (OIDO)

OIDO is an independent, impartial, and confidential resource for matters concerning conditions of immigration detention within the U.S. Department of Homeland Security (DHS).

What is an Ombudsman?

An Ombudsman is an appointed government official whose duty is to be a confidential and impartial third party that attempts to resolve complaints, problems, or misunderstandings at the lowest level possible.

What is OIDO?

OIDO is NOT a part of U.S. Immigration and Customs Enforcement (ICE) or U.S. Customs and Border Protection (CBP). We are an independent office within DHS Headquarters. OIDO independently and impartially reviews cases submitted by immigration detainees, their families, their representatives, or concerned members of the public. We work with our stakeholders and partners to efficiently and effectively assist individuals with complaints about potential incidents that occurred while in immigration detention and determine if we can provide assistance.

We can help with:

- ◆ Violations of law, standards of professional conduct, detention standards, or policies related to immigration detention.
- ◆ Potential misconduct by DHS personnel or contractors.
- ◆ Use of excessive force by DHS personnel or contractors.
- ◆ Other concerns regarding conditions within immigration detention facilities.
- ◆ Violations of an individual's detainee's rights.

We CANNOT:

- ◆ Communicate with anyone but a detainee or his or her representatives about a case without permission from the detainee.
- ◆ Review removal cases, requests for bond or parole, requests for release, or any other issues related to admission or removal.
- ◆ Review the reason an individual is currently detained or was previously detained.
- ◆ Provide legal advice.

HOW TO REQUEST ASSISTANCE

An OIDO Case Manager will often visit this facility to speak with and listen to detainees confidentially.

Sign up for an appointment through a tablet under the "OIDO" tab in the "Requests" section.

You can ask facility staff to help you contact OIDO's Case Manager to request assistance.