

# HERE TO HELP



**The Office of the Immigration Detention Ombudsman (OIDO) is an independent and neutral office—separate from ICE and CBP—that is committed to humane treatment and safe living conditions for all individuals in U.S. immigration custody and detention.**

If you are experiencing poor treatment or conditions while in immigration detention, OIDO can help. OIDO is a neutral and independent office of the Department of Homeland Security—separate from U.S. Immigration and Customs Enforcement (ICE), U.S. Customs and Border Protection (CBP), and the detention center—that monitors conditions and treatment in your facility, and employs trained case managers who work to address your complaint.

Complaints filed with OIDO are confidential, and case managers will not reveal any information about your case without your consent. Talking to an OIDO case manager or filing a complaint will not affect your immigration case or detention status.

**To file a complaint, ask to speak with the OIDO case manager in your facility. If you are in custody or detention and have access to a tablet, sign up for an appointment under the “OIDO” tab in the “Requests” section. Your family, legal representative, or other advocate can also file for you at [dhs.gov/OIDO](https://www.dhs.gov/OIDO).**

## ISSUES YOU CAN REPORT TO OIDO INCLUDE:



**Physical, mental, or emotional abuse**



**Inadequate food or medical treatment**



**Poorly maintained or unsanitary bathrooms and rest areas**



**Lack of access to hygiene items (toilet paper, towels, toothbrushes, etc.)**



**Poor or unsafe living conditions**

You can also ask OIDO about any other substandard conditions or suspected violations of policies or standards.



OIDO is an independent office within the Department of Homeland Security.

[www.dhs.gov/OIDO](https://www.dhs.gov/OIDO)



# OIDO

Office of the Immigration Detention Ombudsman