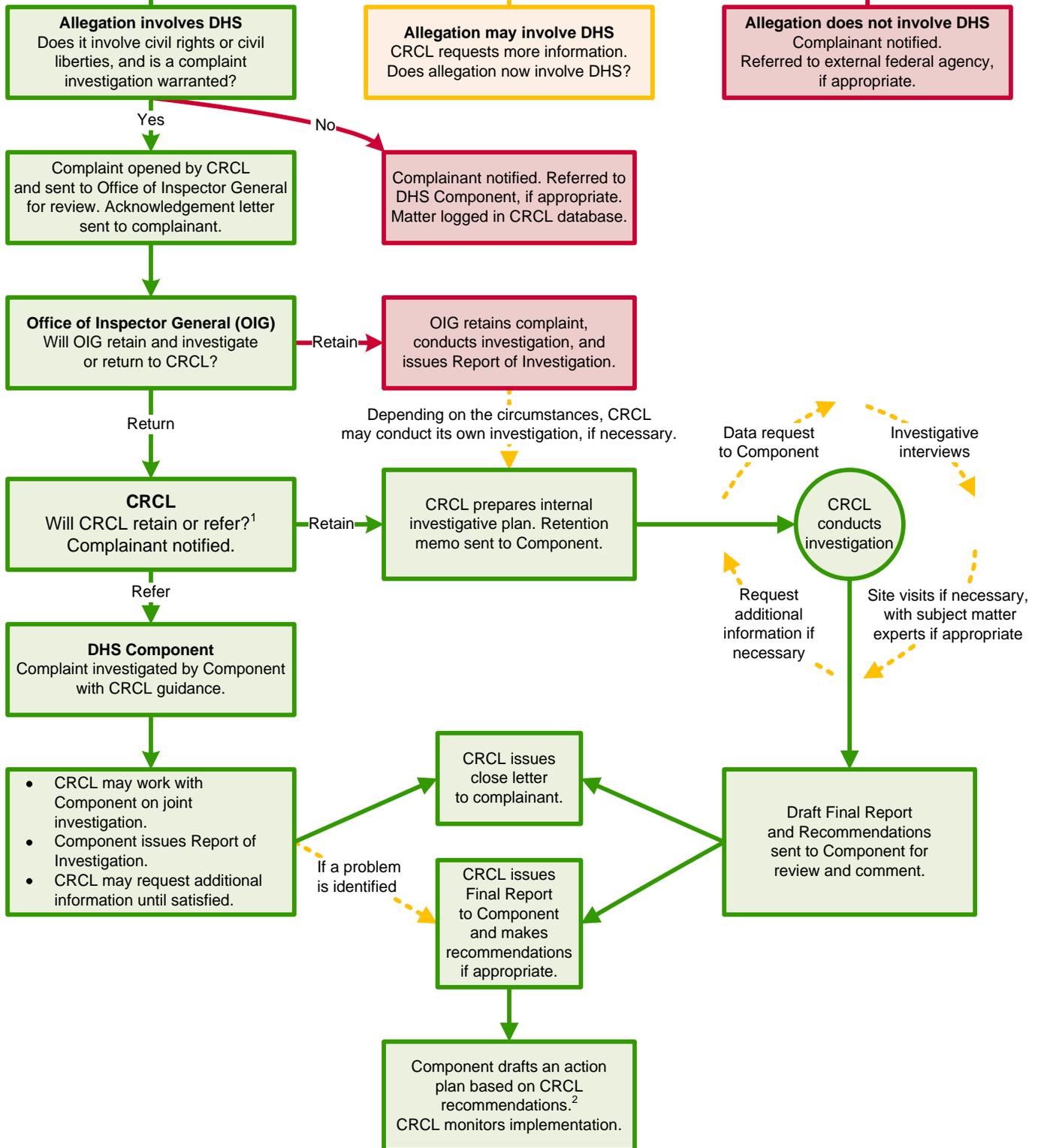




The **Office for Civil Rights and Civil Liberties (CRCL)** receives an allegation of wrongdoing from an individual, organization, DHS Component, DHS TRIP, or other government agency and determines whether or not the allegation involves DHS personnel, programs, or activities.



¹ Urgent complaints and other appropriate complaints are handled using less formal channels of investigation (a “short form” complaint process) to expedite processing.

² If Component does not concur with CRCL recommendations, the matter will be resolved by a Departmental resolution process.