

# How to Request Case Assistance from the CIS Ombudsman

## STEP 1

Try to resolve your issue directly with U.S. Citizenship and Immigration Services (USCIS)

**Before asking the CIS Ombudsman for help, always try to resolve your problem first with USCIS by:**

- Submitting a case inquiry to USCIS through:
  - A USCIS online account at <https://egov.uscis.gov/casestatus>
  - e-Request at <https://egov.uscis.gov/e-Request>
  - Ask Emma
- Calling the USCIS Contact Center at 1-800-375-5283
- Contacting [lockboxsupport@uscis.dhs.gov](mailto:lockboxsupport@uscis.dhs.gov) for a lockbox issue or [refugeeaffairsinquiries@uscis.dhs.gov](mailto:refugeeaffairsinquiries@uscis.dhs.gov) for a refugee processing issue
- For all other inquiries, visiting <https://uscis.gov/about-us/contact-us>

## STEP 2

Submit a case assistance request online at [www.dhs.gov/cisombudsman](http://www.dhs.gov/cisombudsman) and upload supporting documentation

If you have requested help from your congressional representative, please wait for their response before contacting us to avoid duplicate filings.

We strongly prefer that you use our online **DHS Form 7001, Request for Case Assistance**.

If you cannot submit the request online, you can download the paper form on our website and send it to us by:

**Email:** [cisombudsman@hq.dhs.gov](mailto:cisombudsman@hq.dhs.gov)

**Mail:** Office of the Citizenship and Immigration Services Ombudsman  
Department of Homeland Security  
Attention: Case Assistance  
Mail Stop 0180  
Washington, D.C. 20528

- **If you are a legal representative**, you must include a signed Form G-28, *Notice of Entry of Appearance as Attorney or Accredited Representative*. It must match the Form G-28 you submitted to USCIS for the case.
- **If you are an applicant or self-petitioner for (or were previously granted) T, U, VAWA, asylee, or refugee status**, you can file online, but you must upload a copy of your “wet ink” (non-electronic) signature in the consent section. Make sure USCIS has your correct address. Visit [www.uscis.gov/addresschange](http://www.uscis.gov/addresschange) for information on how to change your address.

## STEP 3

After receiving your case assistance request, we will:

- Send you a confirmation email with your CIS Ombudsman request number (or via U.S. mail if you select this option)
- Review your request for completeness and proper consent
- Email you if we need more information
- Verify that we have not received an identical request
- Research your case to determine how best to resolve your issue
- Notify you by email or U.S. mail if we can help, why we cannot help, or if USCIS has taken action to resolve your issue

Don't miss important emails from our office. Add [cisombudsman@hq.dhs.gov](mailto:cisombudsman@hq.dhs.gov) to your contacts list.

## STEP 4

If we can help with your issue, we will:

- Contact the USCIS office working on your case
- Notify you by email or U.S. mail that we have contacted USCIS about your request
- Check in regularly with USCIS until we receive a response that addresses your issue
- Contact you once USCIS confirms it has acted on your case

**Visit [www.dhs.gov/case-assistance](http://www.dhs.gov/case-assistance) for more information**

You can also refer to our Tips for Requesting Case Assistance document for the best ways to ask for our help.