

Asking the Ombudsman for Help

If you have tried the USCIS customer service options but still need help resolving a problem with an application or petition, you can ask the Ombudsman for help by taking the following steps:

STEP 1

Submit an online request or complete Form DHS-7001 (Case Assistance Form), found at www.dhs.gov/cisombudsman, to allow the Ombudsman to share your confidential information with USCIS.

STEP 2

Include all USCIS receipt numbers on forms related to your application or petition on the Form DHS 7001 or online, and make copies of important information and documentation, such as:

- Paperwork you submitted to USCIS;
- Documents you received *from* USCIS; and
- Other information or documentation you feel is important to your application or petition.

Please do not send original documents.

STEP 3

Submit your online request or send the signed Form DHS-7001 and any additional information to the Ombudsman by one of the following:

EMAIL: cisombudsman@dhs.gov (Recommended)

FAX: 202-357-0042

MAIL: Department of Homeland Security
Citizenship and Immigration Services
Ombudsman
Attention: Case Assistance
Mail Stop 1225
Washington, D.C. 20528

**Due to security measures with the government mail system, cases mailed (even those sent by express mail) may be delayed for up to 14 days.*

All information submitted to the Ombudsman is collected and protected under the provisions of the Privacy Act.

Contact

Citizenship and Immigration Services
Ombudsman

Department of Homeland Security
Mail Stop 1225
Washington, D.C. 20528

202-357-8100
202-357-0042 (fax)
1-855-882-8100

cisombudsman@dhs.gov

www.dhs.gov/cisombudsman



**Homeland
Security**



Citizenship and Immigration Services Ombudsman

How the Citizenship and Immigration
Services Ombudsman Works for You



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Here to Help

The Ombudsman is here to help individuals and employers who need to resolve a problem with U.S. Citizenship and Immigration Services (USCIS). The Ombudsman also makes recommendations to fix systemic problems and improve the quality of services provided by USCIS.

The Ombudsman is an independent, confidential, and impartial resource.

The Ombudsman may be able to help if:

- You are facing an emergency or hardship caused by a mistake, error, or delay by USCIS.
- You are experiencing a problem with your application or petition that you have not been able to resolve with USCIS.
- Your application or petition is pending beyond USCIS average processing times (you can find average processing times at www.uscis.gov).
- You believe that USCIS made a mistake in processing your application or petition.

The Ombudsman is not able to help if:

- You are seeking legal advice. The Ombudsman *does not* provide legal advice.
- You are seeking assistance with an issue that does not involve USCIS. The Ombudsman's authority is limited to assisting with problems that relate to USCIS applications, petitions, or services.
- You disagree with a decision made by USCIS but cannot identify a mistake or error in the process. While the Ombudsman works to address mistakes and errors with USCIS, the Ombudsman cannot overrule or change USCIS decisions.



Case Assistance

Finding the Help You Need With a Pending USCIS Application or Petition

If you have a problem with your USCIS application or petition, the Ombudsman may be able to help. The Ombudsman provides an impartial and independent perspective to USCIS in an attempt to resolve problems. Before contacting the Ombudsman for help, first try to resolve your problem by using the USCIS customer service options available to you:

- Call the USCIS National Customer Service Center at 1-800-375-5283.
- Check My Case Status Online at www.uscis.gov.
- Make an INFOPASS Appointment with USCIS at <http://infopass.uscis.gov>.

Your Inquiry: Our Process

Once the Ombudsman's Office receives a request for help, we will:

- Review the information to make sure that we are able to help with your situation;
- Research the status of the matter; and
- If we can assist, contact USCIS on your behalf with independent recommendations on how to resolve the problem.

The Ombudsman serves the public.
There is no fee for assistance
provided by the Ombudsman.

Making Sure Your Voice Is Heard:

The Ombudsman's Duty To Recommend Ways To Improve Citizenship And Immigration Services

In addition to helping people resolve problems with applications and petitions, the Ombudsman also recommends ways to fix systemic problems that individuals and employers face when they are seeking services from USCIS. We become aware of such systemic issues through:

- Individual complaints and requests for help;
- Information and inquiries we receive from non-governmental organizations and federal officials, including USCIS; and
- Our personal interactions and meetings with applicants, petitioners, employers, non-governmental organizations including community and faith-based organizations, and immigration professionals across the country.

The Ombudsman is committed to influencing positive change so that all people and businesses seeking services from USCIS experience quality customer service and consistency in decisions.

Your input drives the work of the Ombudsman. Please share your experiences and suggestions with us at cisombudsman@dhs.gov.