Instructions

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**Introduction:**

The Office of the Citizenship and Immigration Services Ombudsman assists individuals and employers who are unable to resolve problems directly with U.S. Citizenship and Immigration Services (USCIS). To receive assistance with a problem regarding an application or petition with USCIS, you may submit this form to the Ombudsman's Office. Please note the Ombudsman's Office cannot provide legal advice. The Ombudsman's Office is an independent office within the U.S. Department of Homeland Security (DHS) and is not part of USCIS.

**Before you Submit this Form to the Ombudsman:**

Before asking the Ombudsman's Office for help with an application or petition, you first should try to resolve the problem with USCIS by using the following methods:

- Obtain information about the case at My Case Status at www.uscis.gov.
- Contact the National Customer Service Center (NCSC) for assistance at 1-800-375-5283.
- Make an appointment to speak directly with a USCIS Immigration Services Officer at a local office through the InfoPass system. Appointments may be made online at www.infopass.uscis.gov.

**General Instructions:**

- **The Ombudsman's Office does not accept fees.**
- If extra space is needed, you may attach additional pages and indicate the section number.
- If a particular item does not apply to your case inquiry, please write "N/A."
- Please attach copies of any documents you received from or sent to USCIS or any other government entity in relation to the case. Additionally, you may submit other information or documentation that will help the Ombudsman's Office review the case. **Please do not send original documents.**
- Type or print legibly in black or blue ink.
- This form is not required. However, a properly completed form ensures that the Ombudsman's Office receives the necessary information to assist with your case. If you do not use the form, you may experience a delay in the processing of your case.

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Please submit your completed, signed and dated form, including supporting documentation, to the Ombudsman's Office by one of the following:

**E-Mail: (recommended)**

cisombudsman@dhs.gov

**Fax:**

(202) 357-0042

**U.S. Mail:**

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

**Expedited Delivery Services:**

Citizenship and Immigration Services Ombudsman
Department of Homeland Security
Attention: Case Assistance
245 Murray Lane
Washington, D.C. 20528-1225

Due to security measures with the U.S. Government mail system, cases mailed (even those sent by expedited delivery services) will be delayed.

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The items below correspond to sections in the form.

1. **Name:** Please provide the name of the individual or employer encountering difficulties with USCIS (applicant/beneficiary/petitioner). Please provide a full legal name (first name, middle name, last name). Please also provide any name variations or additional names used on an additional page. Employers should provide the name of the company or organization identified in the USCIS petition.

2. **Contact Information:** Please provide contact information for the individual or employer encountering difficulties with USCIS.

3. **Date of Birth:** Please provide the month/day/year (for example July 4, 1976 should read 07/04/1976).

4. **Country of Birth and Citizenship:** Please provide both a country of birth and a country of citizenship.
Completing the Form (continued)

5. Alien Registration Number (A-Number): Please provide the A-Number, if applicable. You may find the A-Number on documents received from USCIS, such as Employment Authorization Documents and Notices of Action. Please note that USCIS does not assign an A-Number to everyone applying for an immigration benefit.

6. Person Preparing This Form: Please indicate who is preparing this form. If you are preparing this form for someone else, please also fill out section 13.

7. Applications/Petitions Filed: Please identify each application/petition by name (for example: Application to Register Permanent Residence or Adjust Status), form number and receipt number. Form numbers are located on the lower right corner of USCIS forms (for example: Form I-485). The receipt number is located on the top left corner of the Notice of Action (Form I-797) received from USCIS in response to the application/petition filed.

8. Type of Immigration Benefit: Please provide the type of immigration benefit application/petition submitted to USCIS.

9. Reason for Inquiry: Please indicate if any of the option(s) listed apply to this case.

10. Description: Please provide a detailed description of the case inquiry. Please attach additional pages if necessary.

11. Prior Actions Taken: Please choose the option(s) that indicate the action(s) taken to resolve the problem relating to applications or petitions with USCIS.

12. Consent: Signing this form gives the Ombudsman's Office permission to share and receive information about applications/petitions filed with USCIS. It certifies that the information shared with the Ombudsman's Office is true and correct to the best of your knowledge. Important: If you are the beneficiary of an immigration petition, please have the petitioner who submitted the petition on your behalf sign section 12 of the form. The beneficiary does not sign this form.

13. Attorney or Accredited Representative: Please complete this section if you are an attorney, accredited representative, representative of an organization or anyone else preparing this form on behalf of the person encountering difficulties with USCIS. If you filed a Form G-28 with USCIS, please include a copy with this form. If you complete section 13 and include a copy of a Form G-28 previously filed with USCIS, you do not need to complete section 12.

Legal Notices

Penalties for Submitting Incorrect Information:

Whoever willfully and knowingly falsifies a material fact, makes a false statement or makes use of false documents will be fined up to $10,000, imprisoned for up to five (5) years, or both. 18 U.S.C. Section 1001. Requesting or obtaining any record(s) under the false pretenses is punishable under the provisions of 5 U.S.C. Section 552a(i)(3) by a fine of not more than $5,000.

Authority for Collecting Information:

The function of the Citizenship and Immigration Services Ombudsman is:

(1) to assist individuals and employers in resolving problems with the Bureau of Citizenship and Immigration Services; (2) to identify areas in which individuals and employers have problems in dealing with the Bureau of Citizenship and Immigration Services; and (3) to the extent possible, to propose changes in the administrative practices of the Bureau of Citizenship and Immigration Services. Homeland Security Act of 2002 Section 452.

Privacy Act:

All information submitted to the Citizenship and Immigration Services Ombudsman is collected and protected under the provisions of the Privacy Act. By submitting this information to the Citizenship and Immigration Services Ombudsman, you consent to our review of your information and allow us to contact USCIS on your behalf. Your consent allows the Citizenship and Immigration Services Ombudsman to resolve your case inquiry and identify systemic immigration issues.

Paperwork Reduction Act Notice:

The public reporting burden to complete this information collection is estimated at one hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the necessary data, and completing and reviewing the collected information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to the DHS Office of the Citizenship & Immigration Services Ombudsman, [E-mail: cisombudsman@dhs.gov; Mailing Address: Citizenship and Immigration Services Ombudsman, U.S. Department of Homeland Security, Washington, D.C. 20528-1225], ATTN: PRA OMB 1601-0004.