



Citizenship and Immigration Services Ombudsman

Working to improve the immigration benefits process

We're here to help

Do you have an unresolved issue with U.S.
Citizenship and Immigration Services (USCIS)?

Our office can help resolve immigration
difficulties you are having with USCIS.

If you still need help after using all available
USCIS customer service options, contact us.

We also meet with organizations to identify
systemic problems and make
recommendations to USCIS on how to address
them.



**We are an independent office in the Department of Homeland Security
and are not part of USCIS. Our services are free.**

202-357-8100
1-855-882-8100 (toll free)
cisombudsman@hq.dhs.gov
dhs.gov/cisombudsman



  
@cisombudsman

Making sure your voice is heard

The CIS Ombudsman serves as a liaison between the public and U.S. Citizenship and Immigration Services (USCIS). We:

- Help individuals and employers resolve issues they are having with USCIS.
- Hold engagements to hear from the public about their experiences with USCIS.
- Identify issues in the immigration system and make recommendations to USCIS on how to address these problems.

Your input drives the work of our office, and we are committed to working to improve the immigration benefits process. Our office is independent, confidential, and impartial.

Case assistance

We are an office of last resort. Before contacting us for help, first try to resolve your problem with USCIS through its customer service options. If you still need help, you can then submit a case assistance request to our office.

For more information go to dhs.gov/case-assistance



Engage with us

We host national webinars, regional and local stakeholder meetings, and listening sessions with all kinds of groups and businesses. To request a meeting with us, email cisombudsman.publicaffairs@hq.dhs.gov

Sign up for our email updates at dhs.gov/outreach.



For webinar Q&As and other resources, go to dhs.gov/cisombudsman.

Let us know about issues you're seeing with USCIS

If you do not need individual case assistance, you can still share with us trends and systemic problems you are seeing with USCIS.

Email a description of the issue and documents (such as requests for evidence, notices, or USCIS communications) showing examples of the issue to cisombudsman.policy@hq.dhs.gov. Redact any personally identifiable information from documents.



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