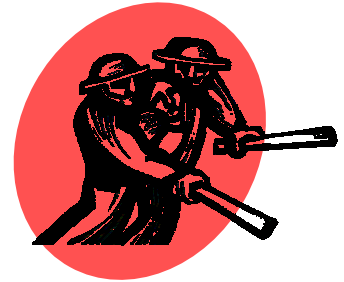


HOW TO SEND THE GOVERNMENT A COMPLAINT ABOUT DETENTION CONDITIONS OR TREATMENT BY ICE

1. Filing the complaint:

- Document in detail any abuse or detention condition violations or serious medical or mental health concerns. Include the date and the names of the officers who may be involved. You can use this questionnaire from the American Bar Association:
 - English:
http://www.abanet.org/publicserv/immigration/conditions_questionnaire92106.pdf
 - Spanish:
http://www.abanet.org/publicserv/immigration/conditions_questionnaire%20spanish_fordistribution.pdf
 - Arabic:
http://www.abanet.org/publicserv/immigration/quest_immdetconditions_arabic.pdf
- File a letter of complaint with the jail and send copies to the OIC or Field Office Director, the head of the jail (warden or sheriff), and a human rights or civil rights organization. **Make sure all the recipients are listed on the same complaint.** Also make sure that the detained person sends copies to the family and his/her lawyer.
 - You can use the immigration grievance form from the American Bar Association to make complaints or make your own letter.
 - English:
http://www.abanet.org/publicserv/immigration/Complaint_Processes_Immig_Detainees.pdf
 - Spanish:
http://www.abanet.org/publicserv/immigration/Complaint_Processes_Immig_Detainees%20Spanish.pdf
- Then, try to resolve the issue with your deportation officer or local Immigration and Customs Enforcement (ICE) office.



2. If local authorities fail to respond, submit the complaint in writing to the following offices:

Mr. Timothy Perry, Acting Chief of the Detention Acquisition and Support Branch, ICE Office of Detention and Removal, U.S. Department of Homeland Security, 801 "I" Street, Suite 980, Washington, DC 20536.

Department of Homeland Security, Mail Stop #0800, Office for Civil Rights and Civil Liberties, Washington, DC 20528. Tel: (202) 401-1474, (202) 401-0470 (Local TTY); Toll Free: 1(866) 644-8360; E-mail: civil.liberties@dhs.gov.

If the complaint concerns medical and mental health care, send a copy to:

Captain Philip Jarres, Branch Chief of Field Operations for the United States Public Health Service, 1220 L Street NW, Suite 500, Washington DC 20005.
Tel: (202) 732-0100;

Human rights organizations:

Elena Tsinikas, National Immigrant Justice Center, 208 S. LaSalle Street, Suite 1818, Chicago, IL 60604

(The **National Immigrant Justice Center (NIJC)** has a database of detention conditions complaints that will be used to document trends in detention centers. Personal information of detainees will be protected.)

American Bar Association, Commission on Immigration, 740 15th Street, NW, 9th Floor, Washington, DC 20005-1019

3. Good resources for advocacy around detention conditions:

Families for Freedom: Your organization can advocate for better detention conditions: <http://familiesforfreedom.mayfirst.org/files/Deport101-June2007ed-FIRMtraining.pdf>

Detention Watch Network, www.detentionwatchnetwork.org