Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority

Category
Land Border, Airport, or Seaport
New York
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
01/04/2017 07:32 PM

Date Initial Solution Response
None

Last Updated
01/10/2017 02:45 PM

Date Closed
01/10/2017 02:45 PM

Customer SmartSense
-1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
01/04/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Alleged unprofessional conduct/search

Discussion Thread

Response (b) (6), (b) (7)(C)) 01/10/2017 02:45 PM

Dear Mr. (b) (6), (b) (7)(C),

Thank you for contacting the CBP INFO Center Compliments and Complaints Branch.

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP Officers who have violated these rules. However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

A U.S. Customs and Border Protection Officer's border search authority is derived from federal statutes and regulations, including 19 C.F.R. 162.6, which states that: "All persons, baggage and merchandise arriving in the customs territory of the United States from places outside are liable to inspection by a CBP Officer." Unless exempt by diplomatic status, all persons entering the United States, including U.S. citizens, are subject to examination and search by CBP officers.

We have the legal authority to examine your baggage, electronic equipment, or your car.

It is not CBP's intent to subject travelers to unwarranted scrutiny. We assure you that CBP inspection procedures are designed to ease the entry of U.S. citizens and foreign visitors who can readily establish their admissibility. CBP officers must determine the nationality of each applicant for admission and, if determined to be a foreign visitor, whether or not the traveler meets the requirements of the Immigration and Nationality Act for admission to the United States.

CBP Officers may find it necessary to inconvenience law-abiding travelers in order to detect those involved in illicit activities. We are especially aware of how inconvenient and stressful the inspection process may be to those selected for inspection. In such cases we rely heavily on the patience, understanding, and cooperation of the traveler.

Speaking with travelers and closely examining their documentation and personal effects are some of the ways we look for potential offenders or improperly documented travelers. We rely upon the judgment of our CBP Officers to use their discretion to determine the extent of examination. CBP Officers are expected to conduct their duties in a professional manner and to treat each traveler with courtesy, dignity and respect.

CBP Officers use diverse factors to refer individuals for examinations and there are instances when our best judgments prove to be unfounded. Although CBP does use information from various systems and specific techniques for selecting passengers for targeted examinations, a component of our risk management requires a completely random referral for a percentage of travelers.

Mr. (b) (6), (b) (7)(C), you indicated damage was caused to your car during your processing by CBP. You may file a claim for property damage or loss resulting from the negligent acts or omissions of an employee of CBP. CBP processes administrative tort claims in accordance with the Federal Tort Claims Act (FTCA), 28 USC 2671 – 2680.
To file an administrative tort claim against CBP, please complete a Standard Form 95, Claim for Damage, Injury or Death (SF-95), which I have linked for your convenience, and submit it along with supporting documentation to:

DHS/CBP
Office of Chief Counsel
6650 Telecom Drive, Suite 101
Intech 2 Building
Indianapolis, IN 46278

FORM 95: https://help.cbp.gov/ci/fattach/get/17414/1272576619

Be sure to thoroughly read and comply with the instructions listed on the back side or second page of the SF-95. Once an administrative tort claim has been submitted, the Office of Chief Council will investigate the facts presented and examine the legal basis for the claim. A decision will be made and then sent to you by regular mail. This process may take several months to be completed. We appreciate your patience while your administrative tort claim is processed.

If, for any reason in the future, you are ever again dissatisfied during your CBP processing, please ask to speak with the CBP professionalism service manager or the chief officer on duty. A supervisor is always available to address the concerns of travelers during their CBP processing.

Again, thank you and I regret the inconvenience you were caused.

Regards,

(b) (6), (b) (7

Senior Public Information Officer – Compliments and Complaints Branch

Customer (b) (6), (b) (7)(C)) 01/04/2017 07:32 PM

Hello,

We have just entered the United States after being detained for 4 hours when entering back into the states.

As we approached the check point where we would normally submit our USA Passports, 4 officers approached the car, opened my car door, and pulled us out by the arm like criminals. Keep in mind, we had just formed the line for the check point!

Further, my girlfriend and I were separated during interrogation which is understandable, i suppose. The officer went ahead and question my reason for my trip and my background. He later requested me to fill out a U.S. custom form and another white sheet. the second sheet had fields where i needed to provide my password for my phone - I felt that my privacy was invaded at this point.

After spending about 3+ hours locked in a room, i asked to use the bathroom and was denied. Apparently my girlfriend also asked to use the bathroom and was only allowed to go after waiting an hour.

Once we were allowed be on our way and got back into car, i found my NEW car's internal systems tampered with. My glove compartment does open like it used to. Also, a digital sensor that tracks the amount of gas left no longer works and reads "0" at all times. I know this was working because i was using this reading throughout our trip. My cellphone was unlocked and searched through after the officer told us he wouldn't. Private pictures were looked at and possibly viewed by unnecessary people.

The USA custom border patrol officers between USA and Canada obviously damaged my car while also degraded our human rights. upon leaving, i asked why we were not allowed to cross the check point like every other car, at which the response i got was "The K9 unit signaled that there was a probable cause of contraband" - NOTHING WAS FOUND ON US OR THE CAR! The answer also does not make sense since no "dog" was on line, outside the checkpoint right before we were pulled out of my car.

I'm an Engineer and My girlfriend is a student at (b) (6), (b) (7)(C). We felt discriminated against and really one of the worst experiences ever.

Primary Contact

First Name:	(b) (6), (b) (7)(C)
Last Name:	
Organization:	
Login:	
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	(b) (6), (b) (7)(C)
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	(b) (6), (b) (7)(C)
City	
State/Province	
Postal Code	
Country	United States

Additional Information

Reference #
[redacted]

Status
Closed

Assigned To
[redacted]

Product
Frequent Searches/One Time Delay Secondary

Category
Land Border, Airport, or Seaport
[redacted]

Disposition
Travelers
Visitor For Pleasure

SLA
Not specified

Queue
Complaints

Date Created
02/02/2017 08:55 AM

Date Initial Solution Response
None

Last Updated
02/06/2017 11:14 AM

Date Closed
02/06/2017 11:14 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
[redacted]

Incident Date
12/08/2016 12:00 PM

[redacted]

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
[redacted]

Auto Close
No

Video Footage Attached
No

DHS TRIP

Discussion Thread

Response ([redacted]) **02/06/2017 11:14 AM**

Dear Ms. [redacted],

Thank you for contacting the CBP Information Center Compliments and Complaints Branch.

We regret any inconvenience or unpleasantness you experienced during your U.S. Customs and Border Protection (CBP) processing. CBP takes unprofessional behavior seriously. We have a uniform system for handling misconduct. If we confirm employee wrong doing, we will take firm and appropriate action to correct the situation. However, the Privacy Act prevents CBP from disclosing what disciplinary action was taken against the employee.

Ms. [redacted], please note that the Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

- Denied or delayed airline boarding
- Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
- Continuously referred to additional screening
- Where travelers believe they have faced screening problems at ports of entry
- Where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our Nation's transportation hubs

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request.

You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

Regards,

[redacted]

Senior Public Information Officer – Compliments and Complaints Branch

~~FOUO Law Enforcement Sensitive~~ ([redacted]) **02/06/2017 11:11 AM**

[redacted]

[redacted]

Customer ([redacted]) **02/02/2017 08:55 AM**

Good afternoon

Who can I address for my letter of complaint?

I am a Swiss citizen with a valid passport and have been a Swiss citizen all my life. I have never lived in another country for the whole 33 years

of my life.

I traveled to the USA on December 8, 2016 for a 2 month visit (meaning less than the 90 days granted thru my ESTA), like many times before since 2001.

Upon my arrival at [redacted] airport I was sent to secondary passport control. They took my iphone, looked thru my personal e-mails, text messages, pictures, whats app incl.private pictures, thru my bag and even opened a Christmas gift on Dec.8 which clearly wasn't supposesd to be opened before Christmas.

Apparently they were looking thru my facebook before I even touched down (because even on my iphone there is a password required to sign into my fb). I was accused of being a drug smuggler, illegal immigrant, living and working in the United States without permission and even prostitution (!!!). Also was I asked many very personal questions incl.whether I had lovers (I quote!) in the U.S. Excuse me but how is my romantic life any of your business as long as it doesn't involve marriage in the U.S.or anything the like?!

The gentleman from TSA I believe, Mister [redacted], made a remark on my passport. He also said that I must absolutely leave the U.S. on January 30th, the day of my return flight, else I will be put in jail. Does he have the right to do so? I thought that once he granted me entry to the US it was the date on my stamp that determined how long I'm allowed to stay in the U.S.

Later on, way before the day I was supposed to (and actually did) leave the U.S., the day after I lost my phone (pretty emotional) and a day before my birthday (thanks...), Sunday, January 15, 2017 around maybe 2 p.m. another gentleman of CBP, supervisor at [redacted] in the secondary passport control where you drive across the border, Mr. [redacted], told me not only that I lied to him and was switching my words around, but also that if i were to be sent to jail (for what???) it would be marked as fraudulent entry and i couldn't come back to the U.S. ever again. He made me cry the day before my day, January 15, 2017, and the day before that at the same border (shouldn't they have all my info already, then?) on Saturday, January 14, 2017 around 8 p.m. I was held for almost 90 minutes and had to go through the whole procedure like in [redacted] again.

I would like to know why am I being bothered after the gentleman in [redacted] (Mr. [redacted]) granted me access till January 30, 2017.
Also I would love to know what law I supposedly broke by traveling!!!
Especially when they looked thru my iphone it's VERY easy to see that 90% of my pictures were taken in Switzerland. And I am in those pictures so you have proof that I was actually in Switzerland and don't live in the U.S.like I'm being accused of. I would like to know what proof you have of these accusations. I'm pretty sure you can also find out the IP address of the computer I'm writing from, it's my JOB in [redacted] SWITZERLAND; where I live and work like I told all of these officers which is the TRUTH.

I of course have no problem at all proving that I lived here all of my life, I have several tax declarations, work contracts, leases of apartments etc., let alone 1000s of people including my family, ex bosses, co workers, landlords and even officials such as unemployment officers etc.who can prove that they saw me here, too.
I've always lived here legally, since birth, my parents and my family live here and I am an officially registered citizen.

I am inquiring to find out why it's allowed for that gentleman, Mr. [redacted], please forgive me if I misspell his name, to put a remark in my records so that EVERY TIME I crossed the border between [redacted], where one of my good friends [redacted], who is currently an [redacted] lives, and [redacted] i was sent to secondary. EVERY TIME.
What can I do to have this removed from my passport and file?
I never committed a felony.

Also, I have no problem bringing said 'dossier' that Mr. [redacted] required of me including tax declaration, work contract, checks/proof that I paid my rent etc., but I would like to know how I can avoid further trouble upon my next journeys to the USA.

In addition I would like to report the behavior of some of the CBP officers at [redacted] point of entry that were working on the same shift under an african american supervisor who's name I don't have, Saturday night January 14, 2017. This time I crossed walking, again with Mr. [redacted] who was on the way to perform at [redacted]. It was Mister [redacted] who investigated, but it was another officer who approached him whilst he was going thru my private iphone (AGAIN, if Mr. [redacted] already did that, why does he have to do so again? He wasn't just looking at new pix, but went way back.). The officer approached Mister [redacted] while he was looking thru my pictures and asked (and I quote) 'any good ones yet? Also I overheard another officer saying [redacted] when they were wondering how I traveled with little money.

I am very willing to share my travel secrets with you and I guarantee you they are all 100% legal. I stay with friends, sometimes even sleep on the floor or rent a room on Air bnb which is a lot cheaper than hotels. Sometimes it's only

$30 for 2 people per night even in [redacted] One doesn't have to stay at a Four Seasons, you know. I didn't know traveling with little money was a crime.
I travel through the country on Greyhound or megabus which is a lot cheaper than planes or trains. I paid $5 from [redacted] for example. I have many friends who give me rides. I don't go shopping. I didn't know there was a law telling you how much money you have to bring in order to be allowed entry into the country.
I haven't done a single thing wrong yet I felt very humiliated and harassed.

I have been traveling not yearly but many times since 2001 and I plan on continuing to do so since I have many friends worldwide.
I didn't know traveling for vacation and having friend was illegal.

I have never done anything illegal in my life so I would like to know why I'm even a suspect.

Is it all just because my passport was new and you could only see the 4 trips i did (incl.this one) to the U.S.in [redacted]? Before, I haven't traveled to the US since [redacted] and like Mr. [redacted] showed me on January 14, 2017, he can track my travels in your system, so you are very well aware of the fact that I left the U.S.in [redacted] I believe on the [redacted], and then didn't come back until [redacted]!

Also some officers stated that there were stamps missing from my returns to Switzerland, excuse me but I don't need no stamps upon my return to my home country, because the stamps tells you how long you're allowed to stay soimewhere and since this is my country of residence i can stay here as long as I please.

Please advise who I have to talk to to have such remarks removed from my passport. I have never been denied entry to the U.S., never overstayed my 90 days or anything the likes and I would like for my travels to continue as smoothly as theyx have prior to my entry on December 8, 2016.

Many thanks.
Kind and very disappointed regards,
[redacted]
SWITZERLAND
Swiss Passport No [redacted]

Primary Contact

First Name:	[redacted]
Last Name:	
Organization:	
Login:	[redacted]
Title:	
Contact Type:	
Email:	[redacted]
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	[redacted]
Street	
City	
State/Province	
Postal Code	
Country	Switzerland

Additional Information

Badge Number: [redacted]

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
Objects to Being Questioned or Selected

Category
Pre-Clearance Location
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
02/06/2017 07:06 AM

Date Initial Solution Response
None

Last Updated
02/08/2017 09:40 AM

Date Closed
02/08/2017 09:40 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Flight Number
(b) (6), (b) (7)(C)

Dist Field Office
(b) (7)(E)

Incident Date
02/04/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached

I was extremely distressed (still am) and disappointed at the (b) (7)(E) pre-clearance center

Discussion Thread

Response (b) (6), (b) (7)(C) **02/08/2017 09:40 AM**

Dear Mr. (b) (6), (b),

Thank you for your email regarding the difficulties you experienced when processing through U.S. Customs and Border Protection (CBP) at (b) (7)(E) port of entry.

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP Officers who have violated these rules. However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

A CBP Officer's border search authority is derived from federal statutes and regulations, including 19 C.F.R. 162.6, which states that, "All persons, baggage and merchandise arriving in the Customs territory of the United States from places outside are liable to inspection by a CBP Officer." Unless exempt by diplomatic status, all persons entering the United States, including U.S. citizens, are subject to examination and search by CBP Officers. We have the legal authority to examine your baggage, electronic equipment, or your car.

Speaking with travelers and examining merchandise coming into or leaving the United States are some of the ways we look for illegal or prohibited items, and to determine whether or not someone is trying to enter the U.S. for unlawful or fraudulent purposes. Unless exempt by diplomatic status, all travelers entering the United States, including U.S. citizens, participate in routine customs processing. At times, people make the mistake of thinking their civil rights are being violated by being asked questions about their trip, personal background and history. That is not the case. Supreme Court decisions have upheld the doctrine that CBP's search authority is unique and does not violate the Fourth Amendment protection against unreasonable searches and seizures.

It is not CBP's intent to subject travelers to unwarranted scrutiny. CBP Officers may find it necessary to inconvenience law-abiding citizens in order to detect those involved in illicit activities. We are especially aware of how inconvenient and stressful the inspection process may be to those selected for inspection. In such cases, we greatly appreciate the patience, understanding, and cooperation of the traveler.

CBP Officers use diverse factors to refer individuals for targeted examinations and there are instances when our best judgments prove to be unfounded. Although CBP does use information from various systems and specific techniques for selecting passengers for targeted examinations, sometimes risk management is a completely random referral for a percentage of travelers.

There are many reasons for deciding to examine someone. As mentioned above, CBP has a program of random checks that helps us calibrate our information regarding smuggling trends. In addition, CBP Officers will occasionally observe something that fits a smuggling profile. They will then want to conduct a search to see if anything else in the passenger's goods or answers would create additional concern. Many people think that officers only target people who look disreputable or suspicious, and are therefore offended when they're singled out. Please be aware that some of CBP's biggest seizures have come from inspections of "respectable looking" people, such as grandmothers, corporate executives and college professors. Everyone is subject to CBP inspection when they arrive in the U.S.

If, for any reason in the future, you are ever again dissatisfied during your CBP processing, please ask to speak with the CBP professionalism service manager or the chief officer on duty. A supervisor is always available to address the concerns of travelers during their CBP processing.

We hope that your future encounters with CBP will be pleasant and welcoming.

Regards,

(b) (6), (b) (7)
Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

Customer (b) (6), (b) (7)(C) **02/06/2017 07:06 AM**

I am a - US Citizen, Global Entry Member, travel enough around the world that I don't have a space for a stamp on my passport, work for (b) (6), (b) (7)(C) and responsible for (b) (6), (b) (7)(C)

Incident - [redacted] - I was extremely distressed (still am) and disappointed at the (b) (7)(E) pre-clearance center

No

I an not asking for any entitlement and certainly understand the current global situation and sensitivity but last Saturday, I was extremely distressed (still am) and disappointed at the (b) (7)(E) pre-clearance center when they took me aside for questioning (first time in a long time). No issues there as well since most questions were almost non-value and could have easily been answered in my Global Entry Profile (Father, Mother, Wife, Kids, Brothers, Sisters.....). HOWEVER, as a US Citizen, with absolutely no probable cause, him asking for my cellphone to be opened, given to him was uncalled for and very upsetting. He then proceeded to ask me who all the [redacted] were in my address book and I had to point out that the Contact list was company synchronized so any [redacted] in the company is in my book.

What was most humiliating and I am writing to pursue here is him telling me to sit outside while he took my documents AND MY OPEN CELLPHONE with him for about 10 minutes (CCTV can verify that) and finally came back and insulted my intelligence by giving a smile and handling me the phone(which he put between my passport pages before he left) saying that he forgot to return it. I was/am infuriated and I did not say anything (In hindsight, I should have but real-life is not like TV ("I have my rights n'all..".) and I was shocked. I have my personal pictures, my company's -mails and my own e-mails for that matter and I am simply not comfortable on what he did in there with it (or not).

He has no cause whatsoever; I did cooperate thoroughly and without any attitude and he simply did not have to go and subject me to that ordeal. I am very upset and looking for your response before I evaluate my options here but just wanted to let you know that understanding the current environment that we live in, that action was uncalled for and very humiliating.

I am trying to understand why he would even go there and I simply don't have an answer and therefore, looking to your team to give me some direction and feedback there, cause I need it!!

Primary Contact

First Name:	[redacted]
Last Name:	
Organization:	
Login:	
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	[redacted]
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	(b) (6), (b) (7)(C)
City	
State/Province	
Postal Code	
Country	United States

Additional Information

Carrier-Vessel Name:	(b) (6), (b) (7)(C)
Badge Number:	
GOES Registration Number:	

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Frequent Searches/One Time Delay

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
02/10/2017 04:26 PM

Date Initial Solution Response
02/14/2017 12:09 PM

Last Updated
02/14/2017 04:23 PM

Date Closed
02/14/2017 04:23 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
01/25/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

DHS TRIP

Discussion Thread

Response (b) (6), (b) (7)(C)) 02/14/2017 04:23 PM

Dear (b) (6), (b),

If you want to review the status of your inquiry, please visit the https://trip.dhs.gov/status.aspx. The status page will tell you if your case is in process, has been completed, or requires more information.

You will need your redress control number to use this feature.

If your status indicates "Pending Paperwork" or "No Paperwork," DHS TRIP has sent you a letter describing the additional information needed to complete your case review. If you have not received this letter, please contact DHS TRIP at

TRIP@dhs.gov

Include your Redress Control Number.

You may also mail your letter to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th Street, TSA-901
Arlington, VA 20598-6901

If you file your complaint online and send your documentation via e-mail, your updated status information should be available online within 7-10 days. If you send your request and/or additional documentation by mail, DHS TRIP may not adjust or create an accurate status update for 10-15 days after the documentation is mailed.

Please note that DHS TRIP Program administered by the separate division and CBP Information Center Compliments and Complaints Branch is restricted from contacting them.

Please send email to TRIP@dhs.gov for the further assistance.

Regards,

(b) (6), (b) (7)

Senior Public Information Officer – Compliments and Complaints Branch

Customer (b) (6), (b) (7)(C)) 02/14/2017 12:30 PM

Hi (b) (6), (b) (7),

I hope this message finds you well. This response did not indicate any confirmation about processing or next steps. What are the next steps in this redress process? What do I need to do to make sure this follows through? Also, at the end of submitting my complaint, a formed appeared that I needed to sign and send in along with a copy of my passport but I was not near a printer at the time. How can I receive that form again?

Best,

(b) (6), (b) (7)(C)

On Tue, Feb 14, 2017 at 9:08 AM, Customer and Border Protection Information Center <(b) (6), (b) (7)(C) > wrote:

Response (b) (6), (b) (7)(C)) 02/14/2017 12:08 PM

Dear (b) (6), (b),

The Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

• Denied or delayed airline boarding
• Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
• Continuously referred to additional screening

• Where travelers believe they have faced screening problems at ports of entry
• Where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our Nation's transportation hubs

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request. If you have been advised your problem is that you have overstayed a previous visit, you will have to provide evidence that you did not.

You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

Regards,

[redacted]

Senior Public Information Officer – Compliments and Complaints Branch

Customer [redacted] **02/10/2017 04:26 PM**

To whom it may concern,

I have been stopped at U.S. border protection twice between December and January at [redacted] and I have no idea why! The first time, I was returning from [redacted] with a friend. I approached the customs desk, they said something popped it and I needed to wait for an officer. I was extremely upset about it because no one would tell me the reason I was being held and the lengthly process made me miss my connecting flight. The second time, I was returning from [redacted]. The same thing happened but even worse. The officer asked me a million invasive questions and went into my phone to get the IME number. I HAVE DONE NOTHING WRONG. Im a teacher and serve my community everyday and each of these experiences brought me to tears because I felt treated like a criminal. I hated being held against my will when I DID ABSOLUTELY NOTHING WRONG. Whatever keeps popping up in the computer when my passport is scanned needs to be rectified and/or I need to know what to do get keep this from happening again. Its such a violating experience and that's not how a country should treat its citizens. I love to travel and now I'm having anxiety about it because of these weird and unexplained experiences. And the most unfair thing about it all is that no one could tell me why I was being detained. It caused me to change my number because one officer did say it may have had to do with a new number I had received a few months prior. so PLEASE fix this problem because I don't want this to happen to me again!

[redacted]

Primary Contact

First Name: [redacted]
Last Name:
Organization:
Login: [redacted]
Title:
Contact Type:
Email: [redacted]
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:

Fax:	
Assistant Phone:	
Home Phone:	
Street	
City	
State/Province	
Postal Code	
Country	United States

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
About CBP Search Authority

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
02/12/2017 01:45 PM

Date Initial Solution Response
02/16/2017 01:41 PM

Last Updated
02/16/2017 01:41 PM

Date Closed
02/16/2017 01:41 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Email Us

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Search authority

Discussion Thread

Response (b) (6), (b) (7)(C) **02/16/2017 01:41 PM**

Good Afternoon Mr. (b) (6), (b)

Thank you for contacting the Compliments and Complaints Branch at US Customs and Border Protection (CBP).

To keep our borders secure, everyone who arrives at a U.S. port of entry is subject to inspection. We do not assume that you have done anything wrong. Supreme Court decisions have upheld the doctrine that CBP's search authority is unique and does not violate the Fourth Amendment's protection against unreasonable searches and seizures.

However, with this authority, CBP expects all of its officers to conduct their duties in a professional manner, and treat each traveler respectfully.

The exact legal citation for our search authority can be found in Title 19 of the United States Code, Sections 482, 1467, 1496, 1581 and 1582. Further information can be found on our web site in the traveler section.

CBP understands that such *searches* are unpleasant and invasive, we have developed strict guidelines for the conditions under which such a *search* would be conducted.

For further information, please see CBP *Search Authority* under the Travel section of this Website. https://www.cbp.gov/sites/default/files/documents/inspection-electronic-devices-tearsheet.pdf

Not everyone is subjected to a secondary examination. Although CBP does use information from various systems and specific techniques for selecting passengers for targeted examinations, a component of our risk management practices is the use of a completely random referral for a percentage of travelers.

Thank you,

(b) (6), (b) (7)(C)
Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

~~FOUO Law Enforcement Sensitive~~ (b) (6), (b) (7)(C) **02/16/2017 11:09 AM**

Yes, send him CBP's search authority language. Include the following link regarding electronic devices: https://www.cbp.gov/sites/default/files/documents/inspection-electronic-devices-tearsheet.pdf

And Full blurb on cbp.gov: https://www.cbp.gov/travel/cbp-search-authority

Also include the Civil Rights Language --- Congress's directive gives CBP authority doesn't violate the 4th amendment. (paragraph)

Not everyone is subjected to a secondary examination. -- Include the blurb on Random Inspections (Compex)

Send / close

FOUO Law Enforcement Sensitive (b) (6), (b) (7)(C) **02/15/2017 04:58 PM**

(b) (7)(E)
All persons, baggage, and other merchandise arriving in or leaving the United States are subject to inspection and search by U.S. Customs and Border Protection (CBP) officers. Various laws (including 8 United States Code (U.S.C.) § 1357, 19 U.S.C. §§ 482, 1581, 1582) enforced by CBP authorize such searches. As part of the inspection, CBP officers must verify identities, determine the admissibility of travelers, and look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

Customer **02/12/2017 01:45 PM**

As a (b) (6), (b) (7)(C) and strong believer in both software security and a personal right to privacy, I was extremely concerned to read this article: http://www.theverge.com/2017/2/12/14583124/nasa-sidd-bikkannavar-detained-cbp-phone-search-trump-travel-ban

Can you please elaborate on whether this is a policy enforced on all travelers, including those who are US citizens, entering the United States?

I have a trip planed to [redacted] in September. When entering the country on my return trip, will I be detained, and will my personal devices be searched? Will you be asking for my PIN? I believe I have a right to know whether I'll be subjected to this process/policy.

Thank you,
[redacted]

Primary Contact

First Name:
Last Name:
Organization:

Login:
Title:
Contact Type:

Email: [redacted]
Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
About CBP Search Authority

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Commentator

SLA
Not specified

Queue
Complaints

Date Created
02/15/2017 11:04 AM

Date Initial Solution Response
02/16/2017 02:16 PM

Last Updated
02/16/2017 02:16 PM

Date Closed
02/16/2017 02:16 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Email Us

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Search authority

Discussion Thread

Response ((b) (6), (b) (7)(C)**)** **02/16/2017 02:16 PM**

Good afternoon,

Thank you for taking the time to share your comments/ concerns with U.S. Customs and Border Protection (CBP).

Unfortunately, we cannot comment on any individual cases; however, please see the below search authority for CBP:

https://www.cbp.gov/travel/cbp-search-authority

Policy regarding electronic devices: https://www.cbp.gov/sites/default/files/documents/inspection-electronic-devices-tearsheet.pdf

Thank you
Compliments and Complaints Branch

Customer **02/15/2017 11:04 AM**

The way CBP is reported to have treated (b) (6), (b) (7)(C) , is downright embarrassing to the United States and all of its citizens. When he said (if he did say) that it was a phone issued by another USG agency, couldn't someone at least have made a call to check it out?

(b) (6), (b) (7)(C)

Primary Contact

First Name:
Last Name:
Organization:

Login:
Title:
Contact Type:

Email: (b) (6), (b) (7)(C)
Email - Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Procedure/Policy

Category
Duplicate

Disposition
Anonymous

SLA
Not specified

Queue
Complaints

Date Created
02/20/2017 05:57 PM

Date Initial Solution Response
None

Last Updated
02/21/2017 10:48 AM

Date Closed
02/21/2017 10:48 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)
(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Complaint Anonymous

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Duplicate of (b) (6), (b) (7)(C), (b) (7)(E)

Discussion Thread

~~**FOUO Law Enforcement Sensitive**~~ (**(b) (6), (b) (7)(C)**) **02/21/2017 10:48 AM**

Duplicate of (b) (6), (b) (7)(C), (b) (7)(E)

Customer **02/20/2017 05:57 PM**

Hello!

My name is (b) (6), (b) (7)(C). I am a U.S. Citizen from (b) (6), (b) (7)(C). Reason for my complainl is because I thought I'd share what happened to me Feb 19, 2017 at the border in (b) (7)(E). As a citizen and having family in Mexico I constantly go to Mexico to go see my family. First time ever crossing the border in my vehicle I was pulled over for a "random check" which I understand because that's a requirement for a CBP officer to do. Second time crossing the border back, another "random check" third time, fourth time, so on and so on all of those were "random checks" at least that's what I was told. A few weeks ago I went to Mexico again like I normally do and crossing back I told the CBP officer "every time I cross the border I get pulled over and get told it's random check and now it's getting ridiculous because I know it's not random, why do you officers ALWAYS pull me over?" His response to me was "have you ever been in trouble?" I said "no" he replied "it's because of your family name" and I told him "that's a dumb reason for y'all to be always checking me when I'm trying to come back home." Then we went on with the "random check" routine. Well today around 5:30pm-6:00pm I get another "random check" and let me tell you that this time my cousin and I were treated like criminals!! As we were being escorted to their holding cell, they told us to wait patiently and we will be out soon. From sitting too much a persons bottom starts to ache which in this case mine was hurting. A CBP officer walks to me and tells me to have a seat and I kindly replied "no, thank you. I'm tired from sitting." The officer gets in my face and yells at me "I SAID HAVE A SEAT!" I replied "I said no thanks I'm fine!" He yells again "YOU BETTER SIT DOWN ON THE FLOOR!!" I said back to him "I AM NOT SITTING DOWN, I AM NOT A CRIMINAL!" So then he walked to another officer said something to him and walked out. As they were checking my vehicle, all my personal belongings (documents) that were in my bags were thrown on the front seat passenger side of my vehicle, my phone and my cousins phone were also there when they were on the dash board when we got out of my vehicle and that's where they needed to be. We really feel like we were treated like criminals! Not only that, I feel like they violated our constitutional rights by invading our privacy, going through my personal bags without my permission, trying to access our phones without our consent, moving my vehicle from one place to another without my persmissio, nobody in your department is listed in my insurance policy at ALL!!!! And also there is no sign nor was I told that I can't be present when my vehicle is being searched and or moved!!!!, treating us unfairly to the point where we felt dehumanized because of the way they talked to us and again regarding back to treating us like criminals. When I spoke with the shift supervisor he was kind and understanding and how we felt and I informed him I was going to complain or even if I had to hire a lawyer for helping me defend my rights his response to that was "I don't care if you waste your money, nothing is going to happen anyways" I just thought I'd share my complain with you guys because the way we were treated was very unfair, I hope your border in (b) (7)(E) have recordings and surveillance video from the time I arrived to the time we were being walked to the holding cell to the time my vehicle was being moved more than once and being searched because I am going to contact a lawyer and find out if he/she can help me in anyway and sue!!! Thank you for reading this!!

Primary Contact

First Name:
Last Name:
Organization:
Login:
Title:
Contact Type:
Email:
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Incident - [redacted] - Duplicate of [redacted]

[redacted] 10/16/2017 9:23:15 AM]

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Frequent Searches/One Time Delay

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
02/20/2017 06:01 PM

Date Initial Solution Response
None

Last Updated
02/23/2017 03:59 PM

Date Closed
02/23/2017 03:59 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
02/19/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

DHS TRIP/Allegation of unprofessional conduct

Discussion Thread

Response (b) (6), (b) (7)(C) **02/23/2017 03:59 PM**

Dear Ms. (b) (6), (b) (7)(C)

Thank you for your email regarding the difficulties you experienced when processing through U.S. Customs and Border Protection (CBP) at (b) (7)(E) port of entry.

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP Officers who have violated these rules. However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

A CBP Officer's border search authority is derived from federal statutes and regulations, including 19 C.F.R. 162.6, which states that, "All persons, baggage and merchandise arriving in the Customs territory of the United States from places outside are liable to inspection by a CBP Officer." Unless exempt by diplomatic status, all persons entering the United States, including U.S. citizens, are subject to examination and search by CBP Officers.

The exact legal citation for our search authority can be found in Title 19 of the United States Code, Sections 482, 1467, 1496, 1581 and 1582. Further information can be found on our web site in the traveler section. We have the legal authority to examine your baggage, electronic equipment, or your car.

Speaking with travelers and examining merchandise coming into or leaving the United States are some of the ways we look for illegal or prohibited items, and to determine whether or not someone is trying to enter the U.S. for unlawful or fraudulent purposes. Unless exempt by diplomatic status, all travelers entering the United States, including U.S. citizens, participate in routine customs processing. At times, people make the mistake of thinking their civil rights are being violated by being asked questions about their trip, personal background and history. That is not the case. Supreme Court decisions have upheld the doctrine that CBP's search authority is unique and does not violate the Fourth Amendment protection against unreasonable searches and seizures.

Ms. (b) (6), (b) (7)(C) please note that the Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

- Continuously referred to additional screening
- Denied or delayed airline boarding
- Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
- Where travelers believe they have faced screening problems at ports of entry
- Where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our Nation's transportation hubs

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request.

You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

If, for any reason in the future, you are ever again dissatisfied during your CBP processing, please ask to speak with the CBP professionalism service manager or the chief officer on duty. A supervisor is always available to address the concerns of travelers during their CBP processing.

We hope that your future encounters with CBP will be pleasant and welcoming.

Thank you for contacting the CBP Information Center

Regards,

(b) (6), (b) (7)
Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

Customer ((b) (6), (b) (7)(C)) 02/20/2017 06:01 PM

Hello!

My name is (b) (6), (b) (7)(C) I am a U.S. Citizen from (b) (6), (b) (7)(C). Reason for my complainl is because I thought I'd share what happened to me Feb 19, 2017 at the border in (b) (7)(E). As a citizen and having family in Mexico I constantly go to Mexico to go see my family. First time ever crossing the border in my vehicle I was pulled over for a "random check" which I understand because that's a requirement for a CBP officer to do. Second time crossing the border back, another "random check" third time, fourth time, so on and so on all of those were "random checks" at least that's what I was told. A few weeks ago I went to Mexico again like I normally do and crossing back I told the CBP officer "every time I cross the border I get pulled over and get told it's random check and now it's getting ridiculous because I know it's not random, why do you officers ALWAYS pull me over?" His response to me was "have you ever been in trouble?" I said "no" he replied "it's because of your family name" and I told him "that's a dumb reason for y'all to be always checking me when I'm trying to come back home." Then we went on with the "random check" routine. Well today around 5:30pm-6:00pm I get another "random check" and let me tell you that this time my cousin and I were treated like criminals!! As we were being escorted to their holding cell, they told us to wait patiently and we will be out soon. From sitting too much a persons bottom starts to ache which in this case mine was hurting. A CBP officer walks to me and tells me to have a seat and I kindly replied "no, thank you. I'm tired from sitting." The officer gets in my face and yells at me "I SAID HAVE A SEAT!" I replied "I said no thanks I'm fine!" He yells again "YOU BETTER SIT DOWN ON THE FLOOR!!" I said back to him "I AM NOT SITTING DOWN, I AM NOT A CRIMINAL!" So then he walked to another officer said something to him and walked out. As they were checking my vehicle, all my personal belongings (documents) that were in my bags were thrown on the front seat passenger side of my vehicle, my phone and my cousins phone were also there when they were on the dash board when we got out of my vehicle and that's where they needed to be. We really feel like we were treated like criminals! Not only that, I feel like they violated our constitutional rights by invading our privacy, going through my personal bags without my permission, trying to access our phones without our consent, moving my vehicle from one place to another without my persmissio, nobody in your department is listed in my insurance policy at ALL!!!! And also there is no sign nor was I told that I can't be present when my vehicle is being searched and or moved!!!!, treating us unfairly to the point where we felt dehumanized because of the way they talked to us and again regarding back to treating us like criminals. When I spoke with the shift supervisor he was kind and understanding and how we felt and I informed him I was going to complain or even if I had to hire a lawyer for helping me defend my rights his response to that was "I don't care if you waste your money, nothing is going to happen anyways" I just thought I'd share my complain with you guys because the way we were treated was very unfair, I hope your border in (b) (7)(E) have recordings and surveillance video from the time I arrived to the time we were being walked to the holding cell to the time my vehicle was being moved more than once and being searched because I am going to contact a lawyer and find out if he/she can help me in anyway and sue!!! Thank you for reading this!!

Primary Contact

First Name: (b) (6), (b) (7)(C)
Last Name: (b) (6), (b) (7)(C)
Organization:
Login:
Title:
Contact Type:
Email: (b) (6), (b) (7)(C)
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street	
City	
State/Province	[redacted]
Postal Code	
Country	United States

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Frequent Searches/One Time Delay Secondary

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
Visitor For Pleasure

SLA
Not specified

Queue
Complaints

Date Created
02/22/2017 09:56 AM

Date Initial Solution Response
None

Last Updated
02/28/2017 09:35 AM

Date Closed
02/28/2017 09:35 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
02/18/2017 12:00 PM
(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

It's the very first time that while waiting in the room only my name has been called

Discussion Thread

Response (b) (6), (b) (7)(C) **02/28/2017 09:35 AM**

Dear Mr. (b) (6), (b) (7)(C),

Thank you for contacting the CBP Information Center Compliments and Complaints Branch.

CBP takes unprofessional behavior seriously. We have a uniform system for handling misconduct. If we confirm employee wrong doing, we will take firm and appropriate action to correct the situation. However, the Privacy Act prevents CBP from disclosing what disciplinary action was taken against the employee.

U.S. Customs and Border Protection (CBP) Officers must determine the nationality of each applicant and assess the admissibility of the traveler to ensure they can lawfully enter the United States under the requirements of the Immigration and Nationality Act.

With respect to a person's admissibility, CBP Officers make determinations based on an evaluation of the information they have. Each applicant for admission is subject to complete inspection on each arrival in the United States. No one is allowed to enter the United States until the examining officer is satisfied that they are either a citizen of the United States or an alien that has valid grounds for admission. In all cases, applicants must prove they are admissible.

If you were denied admission into the United States and have now resolved the reasons for inadmissibility, you may submit documentation at the port that proves you are admissible to the United States. A CBP officer will review the additional documents and make a final determination if you can then enter the U.S. at that time.

Mr. (b) (6), (b) (7)(C), please note that the Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

- Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
- Denied or delayed airline boarding
- Continuously referred to additional screening
- Where travelers believe they have faced screening problems at ports of entry
- Where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our Nation's transportation hubs

People who have been identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request.

You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

If, for any reason in the future, you are ever again dissatisfied during your CBP processing, please ask to speak with the CBP professionalism service manager or the chief officer on duty. A supervisor is always available to address the concerns of travelers during their CBP processing.

We hope that your future encounters with CBP will be pleasant and welcoming.

Thank you for contacting the CBP Information Center.

Regards,

[redacted]
Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

~~FOUO Law Enforcement Sensitive~~ ([redacted]) **02/27/2017 04:32 PM**

[redacted]

[redacted]

Customer ([redacted]) 02/22/2017 09:56 AM

Hi,
I'm a German citizen with Canadian permanent residence, I live in [redacted]. I'm used to go to [redacted] and [redacted] sometimes twice a month to visit friends and my son before he moved to [redacted]
Most of the time when I'm going to the US I'm doing r[redacted]l. It's the very first time that while waiting in the room only my name has been called and only me end up in the isolated room.
Agent [redacted] didn't call the other passengers, usually they interrogate us all together. I can see that he was looking for an excuse starting with the fact that it's not rideshare/carpool that I'm doing; after checking my jacket he found 4 enhancement supplement pills, he immediately assumes to be illegal drugs. He checked my phone and continues to assume that I'm buying or selling drugs with no proof. He showed me a 2014 or 2015 picture that a relative sent me to inform a friend of mine about codeine (which is a prescription drug that you can get at any pharmacy). And because of that picture, his conclusion was that I'm buying drugs in [redacted] and he can't let me in the US. He even told me that he could arrest me but once again without any evidence. Either he watches too much movies or just because I'm black he made that conclusion without any evidence.
This is a racial profiling and I would like to complain about it. I have a clean record and never had any problem with the law... I'm supposed to visit my [redacted] in [redacted] who lives in [redacted]

Primary Contact

First Name:	[redacted]
Last Name:	[redacted]r
Organization:	
Login:	
Title:	
Contact Type:	
Email:	[redacted]
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	[redacted]
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	[redacted]
City	
State/Province	
Postal Code	
Country	Canada

Additional Information

Incident - [redacted] - It's the very first time that while waiting in the room only my name has been called

Badge Number: [redacted]

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Frequent Searches/One Time Delay Secondary

Category
U.S. Border Patrol Sectors/Checkpoints
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
02/23/2017 01:07 AM

Date Initial Solution Response
02/27/2017 02:14 PM

Last Updated
02/27/2017 02:14 PM

Date Closed
02/27/2017 02:14 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Incident Date
02/19/2017 12:00 PM

(b) (7)(E)

Privacy Issue
Yes

Employee Conduct
Unprofessional

Referred out of CIC
No

Form Type
Checkpoint 1st

Created by Generic Supervisor
No

Approximate Time
8 pm

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached

Complaint - DHS TRIP

Discussion Thread

Response (b) (6), (b) (7)(C)) 02/27/2017 02:14 PM

Thank you for contacting the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP).

CBP appreciates you taking the time to send us your email regarding the difficulties you experienced when processing through U.S. Customs and Border Protection (CBP) (b) (7)(E). CBP takes unprofessional conduct seriously and we appreciate that you took the time to inform us of this incident.

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP officers who have violated these rules.

However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

I would like to recommend the Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

- Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
- Continuously referred to additional screening
- Where travelers believe they have faced screening problems at ports of entry

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request.
You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

For further information on cell phones, please see CBP *Search Authority* under the Travel section of this Website.

If, for any reason in the future, you are again dissatisfied with your CBP processing, please know you always have the right to request to speak with the shift Supervisory CBP Officer or the CBP Professionalism Service Manager. A supervisor is always available to address the concerns of travelers during their CBP processing.

We regret any inconvenience or unpleasantness that you have experienced while being processed through the CBP (b) (7)(E). We hope that your future encounters with CBP will be more pleasant.

Thank you,

(b) (6), (b) (7)(C)
Sr. Public Information Officer
U.S. Customs and Border Protection
Compliments and Complaints Branch

No

~~FOUO Law Enforcement Sensitive~~ (b) (6), (b) (7)(C) **02/27/2017 02:05 PM**

Good to go / include - cell phone search (link) / send and close

~~FOUO Law Enforcement Sensitive~~ (b) (6), (b) (7)(C) **02/27/2017 01:23 PM**

Thank you for contacting the Compliments and Complaints Branch (CCB) with U.S. Customs and Border Protection (CBP).

CBP appreciates you taking the time to send us your email regarding the difficulties you experienced when processing through U.S. Customs and Border Protection (CBP) (b) (7)(E). CBP takes unprofessional conduct seriously and we appreciate that you took the time to inform us of this incident.

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP officers who have violated these rules.

However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

I would like to recommend the Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

• Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
• Continuously referred to additional screening
• Where travelers believe they have faced screening problems at ports of entry

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request.
You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

If, for any reason in the future, you are again dissatisfied with your CBP processing, please know you always have the right to request to speak with the shift Supervisory CBP Officer or the CBP Professionalism Service Manager. A supervisor is always available to address the concerns of travelers during their CBP processing.

We regret any inconvenience or unpleasantness that you have experienced while being processed through the CBP (b) (7)(E). We hope that your future encounters with CBP will be more pleasant.

Thank you,

(b) (6), (b) (7)(C)
Sr. Public Information Officer
U.S. Customs and Border Protection
Compliments and Complaints Branch

Customer ((b) (6), (b) (7)(C)) **02/23/2017 01:07 AM**

Hi my name is (b) (6), (b) (7)(C) and I would like to speak with someone regarding my trips to Mexico when coming back into the US. Everytime I go to Mexico 1 or 2 times a month I get pulled over for inspection and the Border Patrol guys are very very rude. I feel this is a harassment and would love to talk to someone on why am I being pulled over Everytime I cross. This last time my cell phone was taken from me and border patrol went threw it. I felt very humiliated by them especially because I'm a Trans woman. Please can someone call me or email me back. This is my cell phone number (b) (6), (b) (7)(C) Thank you and have a great day.....

Primary Contact

First Name:	(b) (6), (b) (7)(C)
Last Name:	
Organization:	
Login:	
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	(b) (6), (b) (7)(C)
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	(b) (6), (b) (7)(C)
City	
State/Province	
Postal Code	
Country	United States

Additional Information

License Plate Number:	(b) (6), (b) (7)(C)
License Plate State:	(b) (6), (b) (7)(C)

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
Objects to Being Questioned or Selected

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Anonymous

SLA
Not specified

Queue
Complaints

Date Created
02/25/2017 09:30 PM

Date Initial Solution Response
None

Last Updated
02/27/2017 09:14 AM

Date Closed
02/27/2017 09:14 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)
(b) (7)(E)

Privacy Issue
Yes

Employee Conduct
Unprofessional

Referred out of CIC
No

Form Type
Complaint Anonymous

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Anonymous - CBP Search Authority / selected for secondary

Discussion Thread

~~FOUO Law Enforcement Sensitive~~ ((b) (6), (b) (7)(C)) **02/27/2017 09:14 AM**

Anonymous - no contact info / CBPO Name or PII on complainant not provided to review.

Closed

Customer **02/25/2017 09:30 PM**

me and my husband arrived in (b) (7)(E) our hometown for 28 years. we were on vacation in (b) (6), (b) (7)(C) foe 5 days. we get to the airport and they tell us they need to check our bags and all that so they do. They don't find anything in our bags because we don't have anything. then they decide to take our phones and go inside to check them. For 2 hours we wait while our phones are getting checked and no one is telling us what is going on. This happened on Saturday 2/25/17 we arrived (b) (6), (b) (7)(C) from Mexico and we were held for 2 hours and they gave us our phones and let us go at (b) (6), (b) (7)(C). The supervisor on duty was (b) (6), (b) (7)(C) and she had no clue kn what was going on but was very nice. The guy who took our phones is a bald middle aged white guy with a beard. Sorry for the description but upon giving me my phones back no one would tell me his name so thats the best description of him. I am late to my (b) (6), (b) (7)(C) which I purposely booked my vacation back from cancun to make sure i dont miss it and they messed it all up for mw. I don't know if it's because we have middle eastern names that we had to go through all this but we are more american than anyone in that office. The worst part is no one even carred they just handed me pamplets and told me if i wan't to complain this is where to do it. I am so upset this makes me not want to travel ever again!!!!!!! Treat people the way you want to be treated.

Primary Contact

First Name:
Last Name:
Organization:
Login:
Title:
Contact Type:
Email:
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Frequent Searches/One Time Delay

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
Visitor For Business

SLA
Not specified

Queue
Complaints

Date Created
03/02/2017 10:08 AM

Date Initial Solution Response
None

Last Updated
03/03/2017 02:51 PM

Date Closed
03/03/2017 02:51 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)
(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Compliment

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Why am i stopped every single time when i travel to (b) (7)(E) under the "pretense of "RANDOM SEARCH

Discussion Thread

Response (b) (6), (b) (7)(C) **03/03/2017 02:51 PM**

Good Afternoon,

Thank you for contacting the CBP Information Center Compliments and Complaints Branch.

CBP takes unprofessional behavior seriously. We have a uniform system for handling misconduct. If we confirm employee wrong doing, we will take firm and appropriate action to correct the situation. However, the Privacy Act prevents CBP from disclosing what disciplinary action was taken against the employee.

It is important to understand that some referrals for additional screening are for reasons other then information in law enforcement databases, such as the circumstances of your travel or random selection. Even if your Redress request resulted in a positive outcome for you, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

A CBP Officer's border search authority is derived from federal statutes and regulations, including 19 C.F.R. 162.6, which states that, "All persons, baggage and merchandise arriving in the Customs territory of the United States from places outside are liable to inspection by a CBP Officer." Unless exempt by diplomatic status, all persons entering the United States, including U.S. citizens, are subject to examination and search by CBP Officers. We have the legal authority to examine your baggage, electronic equipment, or your car.

Speaking with travelers and examining merchandise coming into or leaving the United States are some of the ways we look for illegal or prohibited items, and to determine whether or not someone is trying to enter the U.S. for unlawful or fraudulent purposes. Unless exempt by diplomatic status, all travelers entering the United States, including U.S. citizens, participate in routine customs processing. At times, people make the mistake of thinking their civil rights are being violated by being asked questions about their trip, personal background and history. That is not the case. Supreme Court decisions have upheld the doctrine that CBP's search authority is unique and does not violate the Fourth Amendment protection against unreasonable searches and seizures.

It is not CBP's intent to subject travelers to unwarranted scrutiny. CBP Officers may find it necessary to inconvenience law-abiding citizens in order to detect those involved in illicit activities. We are especially aware of how inconvenient and stressful the inspection process may be to those selected for inspection. In such cases, we greatly appreciate the patience, understanding, and cooperation of the traveler.

Under the Freedom of Information Act (FOIA) guidelines you may ask to receive a copy of any information CBP has on file about you.

FOIA requests should be submitted to the following address.

U.S. Customs and Border Protection

FOIA Division

90 K Street, NE MS 1181

Washington, DC 20229-1181

You can also contact the CBP FOIA Office via email: CBPFOIA@DHS.gov or at (202) 325-0150 to check the status of your request.

Please note that the FOIA is not intended to provide a mechanism for asking questions of CBP. FOIA requests are intended to provide access to certain records under the control of the agency from which you request them.

If, for any reason in the future, you are ever again dissatisfied during your CBP processing, please ask to speak with the CBP professionalism service manager or the chief officer on duty. A supervisor is always available to address the concerns of travelers during their CBP processing.

We hope that your future encounters with CBP will be pleasant and welcoming.

Thank you for contacting the CBP Information Center.

Regards,

(b) (6), (b) (7

Incident - [redacted] - Why am i stopped every single time when i travel to [redacted] under the "pretense of "RANDOM SEARCH

Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

Customer **03/02/2017 10:08 AM**

Hi I made a complaint since last year and have not gotten any feedback whatsoever to which i believe that CBP clearly doesn't care about my feedback.
My US immigration complaint Redress control number is: [redacted]

(Why am i stopped every single time when i travel to [redacted] under the "pretense of "RANDOM SEARCH")...it's ridiculous and i would appreciate some sort of address to this.

Upon arriving at [redacted] airport on the 25th September 2016 approx. 12pm I was told by the immigration officer at the immigration booth that I would have to answer a few questions, and an officer would come to meet me to take me to a room.
When the CBP officer came they first took me into a room where there were a lot of other detainees. About 10 seconds later I was called by the CBP officer to fool him, whereby I was took into another room where there were no one. Not a single person was there from the entire airport, only me.
Then an officer called me to one of the booths, and asked me questions such as:
Have you ever been to the Middle East? Which I have never been to
Have you any military training? Which I have absolutely none
Are you trained with Guns? Which I have never fired a gun in my life
What is the purpose of your visit? (I told them that I was there to perform a duty for the company I work for [redacted] to ensure that goods which are [redacted] at our freight forwarders are configured properly before they can be shipped to all other islands which belong to that project.
How much money am I carrying? Was less than $4000 US
After which I was kept in that room for 3 hours, at which no time anyone was telling me what I was there for. The CBP office then took my personal and work phones, and asked me to unlock them. I simply asked as I believe it was my right, as to why they needed my phones. The response I got was that this is normal procedure and I was told nothing else. Then I had to sit and wait again.
When I decided it was getting too much of a ridiculous wait and no one was telling me anything, I asked what is the reason I was being kept in that room.
I was then told by the CBP officer that this is a random search, but for me this can never be a random search as it happens to me every time I come to [redacted] which can never be right,If it's claimed to be a random search.
I explained this to the CBP officer, and this is when he gave me the form so I can make this complaint.
Here's my old passport number for your reference: [redacted]
Here's my new passport number for your reference: [redacted]
This is not a random checks as this happens every time I come to [redacted]. Also for your reference when I traveled to the [redacted] I was interrogated both at [redacted] and in the [redacted] from the US officers. This can never be a random search and I feel violated and victimized based on my Surname. I am a Roman Catholic and should not be based on my surname.

Primary Contact

First Name:
Last Name:
Organization:
Login:
Title:
Contact Type:
Email: [redacted]
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street

Incident - [redacted] - Why am i stopped every single time when i travel to [redacted] under the "pretense of "RANDOM SEARCH

City
State/Province
Postal Code
Country

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Frequent Searches/One Time Delay
Secondary

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
Visitor For Pleasure

SLA
Not specified

Queue
Complaints

Date Created
03/06/2017 10:52 AM

Date Initial Solution Response
None

Last Updated
03/07/2017 11:18 AM

Date Closed
03/07/2017 11:18 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
03/02/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

DHS TRIP

Discussion Thread

Response (b) (6), (b) (7)(C) **03/07/2017 11:18 AM**

Dear (b) (6), (b) (7)(C)

The Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

• Denied or delayed airline boarding
• Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
• Continuously referred to additional screening
• Where travelers believe they have faced screening problems at ports of entry
• Where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our Nation's transportation hubs

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request.

You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

Thank you for contacting the CBP Information Center.

Regards,

(b) (6), (b) (7)

Senior Public Information Officer – Compliments and Complaints Branch

~~**FOUO Law Enforcement Sensitive**~~ **(b) (6), (b) (7)(C)** **03/07/2017 11:16 AM**

(b) (7)(E)

Customer (b) (6), (b) (7)(C) **03/06/2017 10:52 AM**

(b) (6), (b) (7)(C)

March 4th,2017
US Customs and Border Protection

Dear officer,

My name is (b) (6), (b) (7)(C) and my wife's name is (b) (6), (b) (7)(C) Both of us are senior Canadian citizen. We bought Grehound return tickets for a short visit (b) (6), (b) (7)(C)) to (b) (6), (b) (7)(C) where (b) (6), (b) (7)(C) lives. Unfortunately it turned to be a shocked and sad story.

At the Customs, we handed in our Canadian passports and answered the questions as usual. When the officer scanned our passports, the alarm sounded and then the nightmare began. We were brought into detention, every

belonging was searched, pictures were taken, finger prints were scanned and our cell phones were taken away. We were asked many many questions heights and weights; the year of immigration; the year entering the US in the past, the history of [redacted] the names of [redacted]s parents who passed away more than 50 years ago, and etc(due to our age, tiredness and stress, our answers may not be accurate, especially for the years, at the time. The discrepancy is corrected in the Reference attached.). During the detention [redacted] was asked whether she was in the city of Detroit. But she has never been there. At the end, we were told being denied to enter the US and sadly deported, treated like criminals. I insisted on a reason for that but they refused to explain, written or oral. The whole process was from 1:00 am until 7:00 am on March 2nd. We were exhausted with great confusion.

Dear officer, we fully understand the importance of the border security. Nevertheless an brief explanation or a reason owe to give should anyone being denied to enter the US. We are Canadian citizens at the age of [redacted]. We have never had any criminal record in any country in the world including Canada and the US, and we have never been denied to enter the US or other countries in the past. Unfortunately this time we were denied without any explanation. We love Canada and we also love the US. US is the country we like to visit, not only because of its special landscape but also of many friends there.

If our names happened to be the same on the bad person name list that triggered the alarm, the pictures and the finger prints should be adequate to distinguish us from those on the list. Dear officer, among the Chinese origin, the rate of the different person with the same name is very high and it is even much higher if the names are in English format. Therefore, to determine a person good or bad only by the comparison of name without screening in detail is very possible to cause innocent people to be suffered wrongful treatment, just as we have experienced.

Dear officer, we are writing to you because we are absolutely confident in our innocence and we believe the US is a friendly and responsible country. We are hopping that our names would be clarified to be innocent in the US and we could have a chance to visit the US again in the rest of our lives. We are looking forward to your advice soon.

Sincerely yours,

[redacted]

Reference

1. [redacted] (passport number: [redacted]), born in [redacted] China, [redacted], came to Canada in [redacted], landed immigrant in [redacted] and became Canadian citizen in [redacted]. [redacted] currently is working as a [redacted].

2.[redacted] (passport number: [redacted]), Ph.D, born in [redacted] China, [redacted], came to Canada in [redacted] landed immigrant in [redacted] and became Canadian citizen in [redacted]. [redacted] retired from in [redacted] after more than [redacted] in [redacted]). [redacted] currently is working as post-retirement part time in [redacted].

3.The first time [redacted] visited US: [redacted], with Chinese passport and the US Nonimmigrant visa(B-2) issued at [redacted] on [redacted], to [redacted].

4.The last time [redacted] visited US: [redacted], with Canadian passport, to [redacted].

5.The first time [redacted] visited US: [redacted], with Chinese passport (with landed Immigrant paper) and US Canadian Border Crossing ID card issued in [redacted] on [redacted], to [redacted].

6.The last time [redacted] visited US: [redacted], with Canadian Passport, to [redacted].

Email: [redacted]

Primary Contact

First Name: [redacted]
Last Name:
Organization:
Login: [redacted]
Title:
Contact Type:
Email: [redacted]
Email - Alternate #1:
Email - Alternate #2:
Office Phone: [redacted]
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street [redacted]
City

State/Province [redacted]
Postal Code
Country Canada

Additional Information

Carrier-Vessel Name: [redacted]

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
Objects to Being Questioned or Selected

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Anonymous

SLA
Not specified

Queue
Complaints

Date Created
03/17/2017 01:21 AM

Date Initial Solution Response
None

Last Updated
03/17/2017 07:03 AM

Date Closed
03/17/2017 07:03 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (6), (b) (7)(C)
(b) (7)(E)

Privacy Issue
Yes

Employee Conduct
Unprofessional

Referred out of CIC
No

Form Type
Complaint Anonymous

Created by Generic Supervisor
No

Disposition (CF)
(b) (6), (b) (7)(C)

Auto Close
No

Video Footage Attached
No

Anoymous - search authority / cell phone searched- 3 months ago / CBPO's unknown

Discussion Thread

~~FOUO Law Enforcement Sensitive~~ (b) (6), (b) (7)(C) **03/17/2017 07:03 AM**

Due to anonymity and lack of details, such as exact date, time, name of persons involved, officer's name, unable to review nor respond

Closed

Customer **03/17/2017 01:21 AM**

I was crossing with my girlfriend that has visa
but I have my ready lane (U.S citizen) this happen
3 months ago. Long story short officer force me to open
my phone so she could search information that if she was
living in the U.S illegally which is weird I did not know
they can force you to check your phone on that bases
however, i requested her to bring a supervisor that she did not want
to bring but later did only to say that "We are not storing your data"
yet I have personal information that goes all the way to social sec. number to emails about (b) (6), (b) (7) training locations. How can she go on whim about thinking that she lived there just because she cross with me every now and then.

Primary Contact

First Name:
Last Name:
Organization:
Login:
Title:
Contact Type:
Email:
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

CBP Employee Name (Internal)
CBPO Unknown

Reference #
[redacted]

Status
Closed

Assigned To
[redacted]

Product
Search Authority
Objects to Being Questioned or Selected

Category
Land Border, Airport, or Seaport
[redacted]

Disposition
Travelers
Visitor For Pleasure

SLA
Not specified

Queue
Complaints

Date Created
03/19/2017 01:19 PM

Date Initial Solution Response
06/12/2017 07:51 AM

Last Updated
06/12/2017 07:54 AM

Date Closed
06/12/2017 07:51 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
[redacted]

Incident Date
01/05/2017 12:00 PM

[redacted]

Privacy Issue
No

Employee Conduct
Unprofessional

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
[redacted]

Auto Close
No

Video Footage Attached

Search Authority

Discussion Thread

~~FOUO Law Enforcement Sensitive~~ ([redacted]) **06/12/2017 07:54 AM**

Subject was admitted WT. [redacted] The Officer explained to SETH he was not allowed to stay in the United States, rather just visit.

Response ([redacted]) 06/12/2017 07:51 AM

Dear [redacted],

Thank you for your email regarding the difficulties you experienced when processing through U.S. Customs and Border Protection (CBP) at [redacted] port of entry.

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP Officers who have violated these rules. However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

It is not CBP's intent to subject travelers to unwarranted scrutiny. CBP Officers may find it necessary to inconvenience law-abiding citizens in order to detect those involved in illicit activities. We are especially aware of how inconvenient and stressful the inspection process may be to those selected for inspection. In your specific case, you were found admissible after further questioning and allowed to enter the United States. In such cases, we greatly appreciate the patience, understanding, and cooperation of the traveler.

If, for any reason in the future, you are ever again dissatisfied during your CBP processing, please ask to speak with the CBP professionalism service manager or the chief officer on duty. A supervisor is always available to address the concerns of travelers during their CBP processing.

We hope that your future encounters with CBP will be pleasant and welcoming.

~~FOUO Law Enforcement Sensitive~~ ([redacted]) **06/06/2017 04:42 PM**

See attachment to [redacted]

~~FOUO Law Enforcement Sensitive~~ ([redacted]) **03/23/2017 11:33 AM**

[redacted]

Response ([redacted]) 03/23/2017 11:32 AM

Please allow me to express regret for any conduct that may have been perceived as rude or unprofessional during CBP processing. CBP takes allegations of employee misconduct very seriously and has instituted policies pertaining to abuses of authority. Complaints of unprofessional conduct are recorded, investigated, and appropriate action is taken against CBP officers who are found to have violated policy. However, the Privacy Act prohibits any disclosure of discipline towards CBP personnel. Professionalism Service Manager assigned to the Port of entry screens these complaints and is responsible for initiating the required corrective actions.

CBP is tasked with protecting our Nation's borders as well as enforcing numerous laws at our Nation's ports of entry on behalf of a variety of other Government agencies, including state and local law enforcement. CBP officers routinely access information provided by these agencies to conduct examinations. All international travelers attempting to enter the United States, including all U.S. citizens, are subject to examination upon each arrival into this country. Occasionally, CBP may inconvenience law-abiding persons in our efforts to detect, deter, and mitigate threats to our homeland caused by the few individuals who are involved in illicit activities. We rely on the patience, cooperation, and understanding of travelers to ensure the effective protection of our borders. Please be aware that travelers seeking entry into the United States are required to show proof of departure in the form of a ticket or reservation with the airlines.

No

All persons, baggage, and other merchandise arriving in or leaving the United States are subject to inspection and search by U.S. Customs and Border Protection (CBP) officers. Various laws (including 8 United States Code (U.S.C.) § 1357, 19 U.S.C. §§ 482, 1581, 1582) enforced by CBP authorize such searches. As part of the inspection, CBP officers must verify identities, determine the admissibility of travelers, and look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

It is a CBP policy that passengers repack their own luggage after inspection. This policy is in place to avoid accusations that something went missing while the CBP Officer was conducting the inspection.

We regret any inconvenience or unpleasantness that you have experienced while being processed through CBP at the port of entry. We hope that your future encounters with CBP will be pleasant and welcoming.

Thank you for contacting the CBP Information Center

Customer ([redacted]) **03/19/2017 01:19 PM**

Dear Sir/Madam

My name is [redacted], and I am a citizen of Singapore. I am writing to provide feedback on the treatment I received while being detained by the U.S. Customs and Border Protection at [redacted] on January 5, 2017.

I traveled to the United States alone on November 28, 2016 for a holiday. I had just ended my employment contract at the [redacted] in Singapore and my examinations at a local college where I study part time, so I wanted to visit my favorite country, the United States of America, before commencing on the hunt for a new job and beginning a new semester in college. I flew in to [redacted] first, stayed a few days there, and then flew to [redacted] where I rented a car from [redacted]. I rented the car for a month, and the return location for the car was [redacted]. I was traveling free and easy, somewhat like a road trip, and I did not have a fixed schedule. As such, I visited a number of cities along the way, such as [redacted]. While in [redacted], I decided to visit [redacted] since [redacted] is not too far from [redacted] geographically, and I also wanted to see what Mexico was like. It would be my first time visiting the country. I flew [redacted] into the US, and my original return flight out of the U.S. was on January 5, 2017 out of [redacted]. As such, I rescheduled the flight out from [redacted] to January 11, 2016 to accommodate my travel plans to Mexico. As my flights to Singapore included stopovers of a few days in [redacted] and [redacted] each, I had to reschedule the dates of these respective sectors as well, which involved coordinating with the airline agent on flight availability and fare changes. I then traveled to [redacted] from [redacted] on January 2, 2017.

I returned to the United States to complete the rest of my tour on January 5, 2017. I had purchased a [redacted] ticket and my final destination on that travel itinerary was [redacted], from where I would rent another car and drive down to [redacted], which I had not visited yet. I had to be in [redacted] on January 7, 2017 because I had [redacted] on the afternoon of that day. I am a [redacted] in Singapore and while on this trip, I also did several [redacted] My flight from [redacted] would have me transit in [redacted], where I would connect to [redacted] about 2 hours later for [redacted].

At the immigration in [redacted], the counter I was led to was manned by one [redacted] who initially thought I was arriving from Singapore. However, when I told her that I was arriving from [redacted] instead, I noticed that her attitude towards me totally changed, and she began asking me lots of questions. I do understand that it is the duty of CBP officers to ask questions to everyone entering the country in the interest of national security, but two questions she asked which took me aback was “Who did you speak with while you were in Mexico” and “What were you plotting?” Since I was traveling alone, I answered that I did not not speak with anyone as I was traveling alone, thinking that she was referring to speaking with anyone in my company. She then enquired as to what I did in Mexico, and I told her that I had engaged the services of a tour group that was recommended by my hotel, and that I had visited [redacted] as part of the tour. She then very rudely said “Didn’t I ask if you spoke with anyone?”, to which I replied “Yes, if that’s what you meant, I spoke with those people who were part of my tour group.” She then began to get aggressive and asked me a lot of other questions, sometimes asking me another question before I could even answer what she had asked previously. She then asked when I would be leaving the U.S.. At this time, I switched on my phone to get into the [redacted] app to retrieve my flight details, but she asked “What are you doing?”, told me to switch off my phone immediately, and concluded that I did not have a return ticket back home. Apart from these questions, she also asked what have I been doing in the United States for over a month, what I am back there for, and where I would be staying in [redacted]. I answered that I am a Christian and I was visiting the south this time

which happens to cover most of the Bible Belt states, which I have heard and read a lot about, and that I had plans to stay at the '(b) (6), (b) (7)(C), but had not yet made a booking. Now, this was done deliberately because as an experienced traveler, I have observed that after check-in times, if hotels still have rooms available, they would reduce their prices significantly, and this was one way I save on hotel room prices. When she asked me where I had been staying in the other cities that I had visited, I told her that I had stayed in both hotels and AirBNB accommodations. I also informed her that I had a (b) (6), (b) (7)(C) scheduled for that Saturday that was confirmed. However, she just rudely told me that (b) (6), (b) (7)(C) is not in the south, took out a piece of paper, and wrote down that I was arriving from (b) (6), (b) (7)(C), I did not have a return ticket, I did not have a place to stay, I was unable to give an account of what I did while in (b) (6), (b) (7)(C) and that I had a (b) (6), (b) (7)(C) that Saturday. I was shocked by her behavior because of the fact that she had written certain details such as not having a return ticket and being unreasonable in suspecting that I was up to no good just because I did not provide her with answers that she was seeking for, but at the same time not being given the chance to answer them or explain my trip itinerary to her, as she had interrupted me almost all the time when I was replying her questions, and refused to believe anything that I told her, but instead being very rude with her retorts. She then placed the note with my passport into a clear folder and signalled for another officer to escort me to a waiting room.

While in the waiting room, my documents were handed over to one officer (b) (6), (b) (7)(C), and as I had already waited more than an hour in line at the immigration, I informed (b) (6), (b) (7)(C) that I had a connecting flight to catch in less than an hour. He coldly just told me to take a seat. A while later, he called me again to the front, told me to hand my phone over to him, and to take a seat again. I again told him that I had a flight in less than an hour, but he again coldly told me "Take a seat, if you miss it we'll just put you on the next one." Before I went back to my seat, he asked me how long have I stayed in the United States, to which I replied about a month. He then said "No, you haven't." I then told him "Yes it is, I arrived on (b) (6), (b) (7)(C)", but he replied "That isn't a month." He asked me when I would be leaving the United States, and I told him (b) (6), (b) (7)(C). He then asked me if I had a return ticket and I said yes. He told me to show it to him, and handed me my phone. I again went into the (b) (6), (b) (7)(C) app to show him my flight details. However, in the app, my name did not appear, but only my flight confirmation number and details of all my flights. He took a look at it, said that my name does not appear and the itinerary did not belong to me. When I tried to assure him that the itinerary was mine, he said "This is just an app." I then told him "I can get into the (b) (6), (b) (7)(C)' website in front of you, log in with my confirmation number, and let you have a look at my flight details", but he replied, "What, are you going to purchase a return ticket now? You're lying to me, you're not telling me the truth", at which point I began to have questions on the level of his intellect. The app displayed specific flight dates and times, and with the details he had already retrieved from his system, could not he just match it up with what was shown in the app? He then asked me for an email from (b) (6), (b) (7)(C) with my flight itinerary, but I told him that (b) (6), (b) (7)(C) did not send me an updated itinerary when I changed my flights, but I could still log in to their website and show him the original itinerary which had the same confirmation number. He did not wish for me to do that, but I logged in to my email account in his presence to show him my original itinerary. He took a look at it, and said that I was supposed to have left the country on January 5, 2017 (my original flight date out of the US), but I explained to him that while he was right, I had made changes to my flight details when I decided to visit Mexico and I had told him that it was the previous itinerary he would be looking at before logging in. (In actual practice, (b) (6), (b) (7)(C) was supposed to have emailed me an updated itinerary within 24 hours of any flight changes, but they did not. Not expecting this situation to arise, I did not contact the airline to request for the email either because I could retrieve my flight details from the app. I will be bringing this lapse in its service up to (b) (6), (b) (7)(C) as well). I again told him that I could get into the (b) (6), (b) (7)(C)' website and show him the most updated flight itinerary as what appeared in the app, but he just said, "No, you're lying to me." He then asked me who bought me my tickets to come to the United States, and who bought me my tickets to travel to Mexico. I replied that I paid for them myself with my credit card, but he said "No, you didn't buy your tickets." He then said it was (b) (6), (b) (7)(C) who bought me my tickets, to which I replied (b) (6), (b) (7)(C) is my email address and (b) (6), (b) (7)(C) is my middle name (another display of his formidable intellect). Realizing his error, he then changed the question and asked me where I had visited in the U.S., and what I was doing in the country. I then asked him, "Would you like me to tell you my whole itinerary"? in order so that he could understand my trip better, but he replied, "No." He then asked, how do you know what places to visit, to which I told him, "Although I have never been to this places, I have heard of them. I did some research on these places from TripAdvisor and Google also shows you the attractions to visit in a place." I then told him some of the places I had visited, including a hop on/hop off I took in (b) (6), (b) (7)(C), but after several minutes of explaining to him, all he told me was, "You're lying. I gave you the chance to tell me the truth, but you chose to lie. You can explain yourself to the judge. It will be five years imprisonment for lying to a public officer, and I am going to cancel your visa immediately and ban you from entering the United States." I was shocked. Very shocked. Already shocked at the poor level of professionalism displayed by (b) (6), (b), I just stood there in disbelief at the behavior and attitude of (b) (6), (b) (7)(C), and could not understand why he kept refusing to listen to whatever I said in answer to his questions, or why the CBP suddenly seemed to have something against me. This was my fifth time entering the US, and I never had any problems before. I pleaded with (b) (6), (b) (7)(C) for over about two minutes to just allow me to show him my flight details from the (b) (6), (b) (7)(C) website, and I could see from the facial expressions of two other female officers who were each seated to the left and right of him that they too could see I was being sincere and watching how (b) (6), (b) (7)(C) would react to my pleas, but all he said was "I will record a statement from you later. It will either be me or one of my officers who will be recording the statement. You can show it to me or them then. I gave you the opportunity to tell the truth, but you decided to lie. Take your seat." I then asked (b) (6), (b) (7)(C) if I could speak to a supervisor, as I just could not believe what was happening to me, but he said "You can speak to one when she gets here". I then also asked him, "Can I contact my embassy?" He replied, "You can do that after we've

recorded your statement."

There was a Mexican gentleman who was seated in the room with me, whom I recognized to have been in the same flight from [redacted] with me. As we were all seated in close proximity to each other, I could see that [redacted] was also dealing with his case, and I noticed that [redacted] and his colleagues found out that the gentleman was trying to work in the US but did not have the required work visa. While recording his statement, the gentleman was asked if he wished to say anything, and he replied that he wished to work hard in America to make America a great country. When asked if he wished to contact anyone at that point in time, he replied no, but after [redacted] had completed recording his statement, the gentleman requested to speak with his mother. [redacted], appearing a little upset, asked him why he had said he did not wish to speak with anyone when asked earlier, but eventually granted him his request. Arrangements were made to have the gentleman sent back to [redacted] on the next available flight. I also overheard [redacted] colleague seated on his right asking [redacted] about dealing with my case about twice, but [redacted] replied her that "I can see that the Mexican guy is sincere and is telling the truth, but the Singapore guy is not telling the truth, he can wait. He is going to be here for some time." On the second occasion, he told both his colleagues "The Singapore guy is not being truthful. After years of experience, you can tell when someone is telling the truth or not. He has chosen to be deceptive, so he can wait." (Yeah right, a lot his "experience" has taught him). I am not sure if [redacted] knew I was within audible range and was deliberately saying that to have me more stressed up, but my experience as [redacted] told me that he was the more senior in service than the two women in the office and ego had a part to play in his mentioning about his experience and his attitude towards me. It was very obvious that the Mexican gentleman was aware he was trying to find work in the US without a valid work visa, and I do not understand why [redacted] was so sympathetic towards him but very hostile towards me. By then, a female supervisor had come in and [redacted] explained to her that "That Singaporean guy has been in the United States for more than a month, he only has $1500 in his credit card, and he does not have a return ticket. When I asked him questions, he was lying and being deceptive." He then called me up and told me, "You only told me you visited some cities which you mentioned but you never told me you had been to other places", at which I replied, "I did ask you if you wished for me to tell you my entire itinerary, but you said no." I also recall mentioning to him that I had taken the hop on/hop off in [redacted]. Like [redacted] had also interrupted me many times while I was answering his questions. He then threatened me that our conversation was being recorded and what I said would be used against me, and again told me that I could explain myself to the judge. (If the conversation is indeed recorded, I would indeed be delighted as it would facilitate any investigations against [redacted] and [redacted]).

I then noticed that some of the officers had bought some food and passed [redacted] a bag which I believe was his food. As a few hours had already passed, I went up to him and asked if I could call my parents in Singapore as they would probably be worried having not heard from me for some time now. I would keep them informed of my flight details and I should have had landed in [redacted] some time back. However, he took his bag of food and told me I could call them after the statement was recorded, and that "I'll be back in a second." It was not until about 50 minutes later that he appeared again and as he sat down to work again, I kept my head down. I then heard the supervisor joking and said, "He's not looking up now." When [redacted] finally called me to the front, I could see that the supervisor had already booked me on a flight back to Singapore the next day with [redacted]. [redacted] began asking me the same set of questions again, and when he came to the question if I had a return ticket, I said "Yes. Would you like me to show it to you now?" I then showed him every detail of my ticket which had my name on it, and I could see that he finally was beginning to realize that I have indeed been telling the truth all the time. However, he asked me another question, "Have you ever worked illegally in the United States", to which I replied "No." I have never stayed in the United States, or at least at any one place long enough for me to find work. However, he gave me a look that he did not believe me, told me to sit down again, and began to look through my phone messages again. It was only at this point in time that his colleague gave me a printed notice explaining the rights of the CBP officers to temporarily seize our cell phones for their investigations. A few minutes later, another officer entered the room and asked about my case, but [redacted] woke up, and holding my phone in his hand, told him "I have found more stuff", and went out of the room. A few minutes later, he returned and called me to the front again. He again told me, "You are again being deceptive. You have been telling people that you would not be seeing them again." This time I told him to show me where exactly I had said that in the text messages, and [redacted] showed me a transcript of a conversation I had in a group chat via "What's App" that I had told my classmates I would not be seeing them together. I then explained that when I said that, it was because we were all in the same class together the previous semester, but each of us had chosen different modules for the next semester and would not be having same classes again, which is why I would not be seeing them again. I also informed [redacted] that I had already paid my university for my next semester of study, and that it was not cheap. I was not intending to stay in the United States any longer than this. He then gave me a disgruntled look, told me since I was returning back on January 11, to make sure I got out of the country by then or he would have CBP officers coming to look for me and hunt me down. He also told me that he was adding into my records that he told me not to come back to the United States for at least the next 6 months. He then terminated recording the statement and told me to leave.

Till today, I cannot understand why the CBP officers were behaving and interrogating me like FBI agents and grasping on every little straw they could in order to find some fault with me. The very fact that [redacted] had to discontinue the statement recording and eventually release me was because there simply was just nothing to hold me back on. In all, I was detained for more than 7 hours and I eventually had to reroute my flight to [redacted]. I could not visit [redacted] and neither is my insurance company willing to cover the travel disruption and additional expenses I had to incur for the modified itinerary. I am back to school in a new semester and I am currently studying [redacted]. If I had visited [redacted] as

planned, at least I could have been able to better relate to the topic. I raised the issue of being detained for 7 hours for no reason to one CBP supervisor, (b) (6), (b) (7)(C), who informed me that he had already made the complaint on my behalf, without even knowing the details. He was quick to ensure I was advised that I would not be able to know the outcome of the investigations, but the note also mentioned that I would be able to know the status of it. This was in February 2017. Till today, I have not heard from the CBP and (b) (6), (b) (7 being in the same department with (b) (6), (b) (7)(C) and (b) (6), (b) makes me wonder on the integrity of how the case is being dealt with. I still face traumas on the experience of being falsely accused of things I never even thought of doing, being detained like a criminal, being mocked at by a supervisor who is supposed to display exemplary behavior to her subordinates, and finally being released without as much as an apology. It took me another hour to clear the security, and just because I was holding on to two wallets in my hands, I was again asked to see another CBP officer. Thankfully this officer had seen me in the waiting room several hours ago and was more humane. It took about 20 minutes before he let me go too. I am still in a state of shock after what happened. I was hoping that my informing (b) (6), (b) (7)(C) about my ride-alongs that I had done with the several police departments during my visit, as well as my being a reserve officer myself would ease their anxieties, but he and (b) (6), (b) just refused to believe me. On the same note, I would also like to feedback on 1. The attitudes of the staff. I do understand that they have every right to interrogate anyone coming into the United States in the interest of national security. But I do not find on the CPB website any rights given to CBP officers to be rude or treat passengers like trash 2. Not every one is a criminal. Resources are being wasted on passengers like myself while passengers with real ill intentions are walking through immigration with ease. This reflects on the poor training and judgment of your staff. 3. The waiting room could be better designed. Just as how I overheard (b) (6), (b) (7)(C) recording the statement of the Mexican gentleman, the others in the room also overheard mine, as when I turned around several times when (b) (6), (b) (7)(C) was recording my statement, the others in the room were looking at me as well. I did not feel comfortable giving my personal details, as well as that of my family members which (b) (6), (b) (7)(C) asked for, in the presence of others. The least he could have done is recorded the statement in an enclosed room. 4. Supervisors could be better trained to discern for themselves the situation rather than just relying on the judgment of their staff. But with supervisors like the one who mocked me, I have nothing left to add.

I am also forwarding this same note to the Singapore Embassy in Washington DC, to inform them of how its citizens are being treated and in doing so, hoping that this feedback would be dealt with more seriously. I look forward to hearing from you.

Primary Contact

First Name:	(b) (6), (b) (7)(C)
Last Name:	
Organization:	
Login:	(b) (6), (b) (7)(C)
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	
City	
State/Province	
Postal Code	
Country	Singapore

Additional Information

File Attachments

Name	Size	Content Type
• (b) (6), (b) (7)(C), (b) (7)(E)	157.5k	application/octet-stream

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Frequent Searches/One Time Delay Secondary

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
03/22/2017 06:08 PM

Date Initial Solution Response
None

Last Updated
06/26/2017 04:07 PM

Date Closed
06/26/2017 04:07 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)
(b) (7)(E)

Privacy Issue
No

Employee Conduct
Unprofessional

Referred out of CIC
No

Form Type
Email Us

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Detained by CBP

Discussion Thread

~~FOUO Law Enforcement Sensitive~~ ((b) (6), (b) (7)(C)) **06/26/2017 04:07 PM**

See Attachment

~~FOUO Law Enforcement Sensitive~~ ((b) (6), (b) (7)(C)) **05/31/2017 03:50 PM**

See attachment from (b) (6), (b) (7)(C)

~~FOUO Law Enforcement Sensitive~~ ((b) (6), (b) (7)(C)) **03/27/2017 11:07 AM**

See attachment to (b) (6), (b) (7)(C)

Response ((b) (6), (b) (7)(C)) **03/27/2017 10:58 AM**

Thank you for contacting the Compliments/Complaints Branch of the CBP Information Center concerning your secondary screening. We received your complaint and have forwarded it for review and response by the (port director/appropriate office). You should receive an answer directly from them once the review is complete. If you have questions or concerns in the meantime, please feel free to contact our office by responding to this email, or you may call the CBP Information Center at 877-CBP-5511 if calling within the U.S., or 202-325-8030 if calling from outside of the U.S. Our hours are Monday through Friday, from 8:30 a.m. to 4:00 p.m. Eastern Standard Time. We are closed on all federal holidays.

Thank you for contacting the CBP Information Center

Customer ((b) (6), (b) (7)(C)) **03/22/2017 06:08 PM**

Upon arrival at (b) (7)(E) airport I was detained in Customs. After a brief conversation with an agent and waiting for awhile, I inquired as to why I was being detained, at which point two agents just started laughing and simply replied, Oh you will find out. After waiting for more then an hour, I asked them to please communicate with my wife who was waiting somewhere for me and let her know what was happening. I also informed them that we were needing to catch a connecting flight home and it was the last flight for the day. After more time they brought my wife into the holding room with me and continued to promise to hurry and get us out and on our flight. We still had no explanation as to why I was being held. They took my wife's phone and then came out asking her how long she had that cell phone number for. They drilled her for an exact answer. At (b) (6), (b) (7)(C), two hours after being detained, they let us out with no explanation as to why we were detained. On the way out the door they asked me to write my address on a piece of scratch paper. How unprofessional is that? They lied and said they where calling (b) (6), (b) (7)(C) to hold our (b) (6), (b) (7)(C) flight. We ran all the way through security and to the gate only to find out the plane had left and CBP does NOT have a way to contact the airlines. Not once did they ask for any ID from myself or my wife. We feel very violated and feel this whole detainment was just harassment to meet some sort of quota. I expect a complete investigation into this incident and our treatment.

Not only was I detained for no apparent reason but I was very distraught with the chain of events that followed. My wife hurt her knee trying to run for the plane, that was Not even waiting for us. We had to spend money for a hotel room, food and another day of car storage. I am also having to deal with my employer who is not happy that I was late for work.

I need to know why I was detained and how to resolve the matter so this NEVER happens again. This should never happen to anyone. I am a law abiding citizen of these United States of America and should never have to endure such treatment for NO reason.
I appreciate your immediate response to this issue.
(b) (6), (b) (7)(C)

Primary Contact

First Name: (b) (6), (b) (7)(C)
Last Name:
Organization:
Login: (b) (6), (b) (7)(C)
Title:
Contact Type:
Email: (b) (6), (b) (7)(C)
Email - Alternate #1:
Email - Alternate #2:
Office Phone: (b) (6), (b) (7)(C)
Mobile Phone:
Fax:
Assistant Phone:

Home Phone:	
Street	(b) (6), (b) (7)(C)
City	
State/Province	
Postal Code	
Country	United States

Additional Information

File Attachments

Name	Size	Content Type
• (b) (6), (b) (7)(C), (b) (7)(E)	128k	application/octet-stream
• (b) (6), (b) (7)(C), (b) (7)(E)	139k	application/octet-stream
• (b) (6), (b) (7)(C), (b) (7)(E)	445k	application/octet-stream

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Anonymous

SLA
Not specified

Queue
Complaints

Date Created
04/07/2017 08:13 AM

Date Initial Solution Response
None

Last Updated
04/17/2017 03:52 PM

Date Closed
04/17/2017 03:52 PM

Customer SmartSense
-1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)
(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Complaint Anonymous

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

CBP officer, female African American, approximately 5'7" was harassing my girlfriend who is from Germany

Discussion Thread

~~FOUO Law Enforcement Sensitive~~ (b) (6), (b) (7)(C) **04/17/2017 03:52 PM**

Anonymous/unable to respond

Customer **04/07/2017 08:13 AM**

(b) (7)(E) (4/6/2017 Approximately 7:30am) - CBP officer, female African American, approximately 5'7" was harassing my girlfriend who is from Germany. Phone was stolen and searched. Very inappropriate questions including sexual health and regarding private text conversations. I am a U.S. citizen and a (b) (6), (b) (7)(C), I don't appreciate this unqualified dirt bag digging through my personal information without any deserved suspicion. Why is she going through everyone's pictures? Is she looking for (b) (6), (b) (7)(C) ? Once the phone was stolen, she began randomly opening apps, writing down information & even passwords!!! And when replying to her retarded questions, she continues playing on your phone while mumbling "I'm not listening, I'm not listening." Fuck her, she needs to be fired. These officers should be videotaped thoroughly as to what they are doing on peoples cell phones. Unacceptable.

Primary Contact

First Name:
Last Name:
Organization:
Login:
Title:
Contact Type:
Email:
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
[redacted]

Status
Closed

Assigned To
[redacted]

Product
Frequent Searches/One Time Delay Secondary

Category
Land Border, Airport, or Seaport
[redacted]

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
04/17/2017 02:55 PM

Date Initial Solution Response
04/17/2017 04:27 PM

Last Updated
04/17/2017 04:27 PM

Date Closed
04/17/2017 04:27 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
[redacted]

Incident Date
02/27/2017 12:00 PM

[redacted]

Privacy Issue
Yes

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
[redacted]

Auto Close
No

Video Footage Attached
No

TRIP - Repeated secondary inspections.

Discussion Thread

Response ([redacted]) 04/17/2017 04:27 PM

Good afternoon, [redacted].

Thank you for making the CBP Information Center – Compliments and Complaints Branch aware of the difficulties you are having with repeated secondary inspections. We understand how inconvenient and stressful the inspection process may be to those selected for inspection. While we cannot help you with this issue, the Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is designed to help travelers who are denied or delayed airline boarding in a foreign country, denied or delayed entry into or exit from a U.S. port, preclearance station, or border checkpoint, and have been continuously referred for secondary inspection.
Travelers who experience these problems can file a redress with DHS TRIP to find out why this is happening, to request that these actions stop, and to request that erroneous information be corrected in DHS systems.

The CIC Compliments and Complaints Branch (CCB) encourages you to submit a request for redress through the official DHS TRIP Web site: www.dhs.gov/dhs-trip. If you prefer, you can mail a completed DHS TRIP Traveler Inquiry Form 591, which we have linked below for your convenience. Be sure to include a clear copy of the photo page of your passport along with clear copies of supporting documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

Online Form: https://www.dhs.gov/sites/default/files/publications/dhstrip-form-591.pdf

Please provide as much information as possible about what you have experienced (what, where, when, why, how, whom, etc.) If you believe there are special circumstances about your experience please provide that information as well, to include any supporting documentation you have to prove that the information in the DHS system is incorrect or outdated.

We are confident that DHS TRIP will be able resolve the problems you are experiencing. While this service is free, it does take about six months for your redress to be processed. Also be aware that DHS TRIP does not have an office that you can contact by telephone to request a status.

Best Regards,

[redacted]
Senior Public Information Officer
U.S. Customs and Border Protection (CBP)

Customer ([redacted]) 04/17/2017 02:55 PM

I get stopped all the time i leave the country, I just got back from a curise on 4/17/2017 and I was sent to screening in customs they had me away from my family my fiance was with both kids struggling to push the luggages as well, it also happend the last week of [redacted] at the air port this time they sent me to screening they checked y luggage and fiance's from top to bottom ask for my password to my phone ipad computer they locked both of us seprate rooms for more than 2 hours for no reason. My rights have been violated several time all they had to say was random check. its not a random check i need to be off the system, i have a clean record never been arrested have my concealed weapons I dont know what else to do my next step is to hire an attorney because my right have been violated. Please help

Primary Contact

First Name: [redacted]
Last Name:
Organization:
Login:
Title:
Contact Type:
Email: [redacted]
Email - Alternate #1:

Email - Alternate #2:	
Office Phone:	(b) (6), (b) (7)(C)
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	(b) (6), (b) (7)(C)
City	
State/Province	
Postal Code	
Country	United States

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Frequent Searches/One Time Delay

Category
Pre-Clearance Location
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
04/18/2017 02:29 PM

Date Initial Solution Response
None

Last Updated
04/26/2017 09:12 AM

Date Closed
04/26/2017 09:12 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Flight Number
Ey 103

Dist Field Office
(b) (7)(E)

Incident Date
03/06/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

DHS TRIP/They were completely unprofessional, rude arrogant

Discussion Thread

Response (b) (6), (b) (7)(C)) 04/26/2017 09:12 AM

Dear Mr. (b) (6), (b) (7)(C),

Thank you for your email regarding the difficulties you experienced when processing through U.S. Customs and Border Protection (CBP) at (b) (7)(E) .

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP Officers who have violated these rules. However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

A CBP Officer's border search authority is derived from federal statutes and regulations, including 19 C.F.R. 162.6, which states that, "All persons, baggage and merchandise arriving in the Customs territory of the United States from places outside are liable to inspection by a CBP Officer." Unless exempt by diplomatic status, all persons entering the United States, including U.S. citizens, are subject to examination and search by CBP Officers. We have the legal authority to examine your baggage, electronic equipment, or your car.

Speaking with travelers and examining merchandise coming into or leaving the United States are some of the ways we look for illegal or prohibited items, and to determine whether or not someone is trying to enter the U.S. for unlawful or fraudulent purposes. Unless exempt by diplomatic status, all travelers entering the United States, including U.S. citizens, participate in routine customs processing. At times, people make the mistake of thinking their civil rights are being violated by being asked questions about their trip, personal background and history. That is not the case. Supreme Court decisions have upheld the doctrine that CBP's search authority is unique and does not violate the Fourth Amendment protection against unreasonable searches and seizures.

It is not CBP's intent to subject travelers to unwarranted scrutiny. CBP Officers may find it necessary to inconvenience law-abiding citizens in order to detect those involved in illicit activities. We are especially aware of how inconvenient and stressful the inspection process may be to those selected for inspection. In such cases, we greatly appreciate the patience, understanding, and cooperation of the traveler.

Mr. (b) (6), (b) (7)(C), please be advised that the Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

- Continuously referred to additional screening
- Where travelers believe they have faced screening problems at ports of entry
- Where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our Nation's transportation hubs
- Denied or delayed airline boarding
- Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request.

You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

If, for any reason in the future, you are ever again dissatisfied during your CBP processing, please ask to speak with the CBP professionalism service manager or the chief officer on duty. A supervisor is always available to address the concerns of travelers during their CBP processing.

We hope that your future encounters with CBP will be pleasant and welcoming.

Thank you for contacting the CBP Information Center.

Regards,

(b) (6), (b) (7)
Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

Customer ((b) (6), (b) (7)(C)) 04/24/2017 09:00 PM

i am a citizen of united kingdom not usa as it says on my profile

Customer ((b) (6), (b) (7)(C)) 04/18/2017 02:29 PM

To whom it may concern, this incident happened a few weeks ago and while it is not nornally in my nature to complain, i feel the treatment i received at this pre clearance location was not only unfair and wrong but also humiliating.

I have been residing in the usa since 2007, have a permanent resident card. Around the summer of 2012 i was (b) (6), (b) (7)(C) and stupid and have since grown up and stayed out of trouble. I did get (b) (6), (b) (7)(C) in 2014, (b) (6), (b) (7)(C) and i also went to considerable expense to (b) (6), (b) (7)(C) because i did nothing wrong. Ever since my arrest and conviction (b) (6), (b) (7)(C) i get stopped at us customs for secondary screening every time i leave the usa which is fairly often as i am keen to travel the world, i would guess i have been in secondary more than 20 times.

I have been all over the world and have been stopped in us customs many times as mentioned above, some experiences were fine, some not so much but i do understand the workers have a job to do and sometimes these things have to be done.

On this occasionI had been traveling around asia,on my way home my flight stopped in (b) (7)(E) going through airport security etc the officer in (b) (7)(E) i do not remember His name but will recognize his face, the first thing he asked me is if i have child pornography with me and to just tell him where it is. I was absolutely horrified. I assured him i hadnt and what on my record would make him think such a thing. He proceeded to demand my cell fone and went through it completely, a total disregarg for my human and civil rights. Obviously he found nothing because i am not a paedophile. He did however get to see (b) (6), (b) (7)(C) photos of (b) (6), (b) (7)(C) and made no secret of that to the other cbp officers. He searched my backpack and proceeded to look through my backpack and found my video recorder and again proceeded to watch every video on that. There was nothing on there there shouldnt of been. He then took my cell phone out of the room and asked me again if im sure there is no child pornography on my phone and assured me if i confess now it would be easier later.

He then sent for my bag to be removed from the aeroplane so he could search that (of course i have no problem with that, security should always be no1). He then took all things out of both my suitcase and backpack, and my stuff was everywhere.

He then demanded to know where my drugs were, to which i replied, ' i dont have drugs, i dont do drugs, why are you asking me this' after further searching, he returned my phone, to which another officer proceeded to approach me and say he needed to look through my phone also. So now one officer has already looked through and it has been screened through some sort of machine and now another person needs to see?
Maybe to see the pics of my girlfriend the first officer made no secret of announcing to the room?

They were completely unprofessional, rude arrogant and i was made to feel like a criminal. Other passengers were looking at me like i was a paedophile/ drug dealer. I left the room pretty close to tears and was seconds away from missing my flight. I know the officer knew what he did was wrong because when i walked away he ushered as if to apologize because he could see how upset i was.

I would like to know why when i enter in mainland usa they take me to secondary basically to see what happened in my previous (b) (6), (b) (7), and then allow me to leave, yet here they seem to believe a previous (b) (6), (b) (7)(C) being treated like that? They never even asked about my (b) (6), (b) (7), which is the whole reason my fingerprints send me to secondary.

I think its a shame such a fantastic nation allows people to be treated this way, i have been to over 30 countries and never have i experienced anything like what i have experienced here on home soil. Over the years in secondary it makes me shudder what i have seen.

I am not a paedophile or a drug smuggler and i am absolutely mortified i was treated this way, it has been on my mind everyday since it happened, is this normal and acceptable? As if people with a permanent resident card who hadnt

been [redacted] couldnt possibly of had these things on there phone ot smuggling drugs? It was absolutely unrelated to what i previously got into trouble for, it saddens me to think everyday people entering the USA might be subjected to such a disgraceful welcome

I look forward to your response
Sincerely[redacted]

Primary Contact

First Name:	[redacted]
Last Name:	
Organization:	
Login:	[redacted]
Title:	
Contact Type:	
Email:	[redacted]
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	[redacted]
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	[redacted]
City	
State/Province	
Postal Code	
Country	United States

Additional Information

Carrier-Vessel Name:Etihad

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
Objects to Being Questioned or Selected

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
Visitor For Business

SLA
Not specified

Queue
Complaints

Date Created
04/21/2017 12:46 AM

Date Initial Solution Response
04/28/2017 12:04 PM

Last Updated
04/28/2017 03:45 PM

Date Closed
04/28/2017 12:04 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
04/19/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

I'm writing a complaint about my recent visit to the United States through (b) (7)(E).

Discussion Thread

~~FOUO Law Enforcement Sensitive~~ ((b) (6), (b) (7)(C)) **04/28/2017 03:45 PM**

Reference: (b) (6), (b) (7)(C), (b) (7)(E)

~~FOUO Law Enforcement Sensitive~~ ((b) (6), (b) (7)(C)) **04/28/2017 03:42 PM**

Duplicate

Response ((b) (6), (b) (7)(C)) 04/28/2017 12:04 PM

Good Morning (b) (6), (b),

Thank you for contacting US Customs and Border Protection (CBP) Compliments and Complaints Branch (CCB).

We appreciate your email regarding the difficulties you experienced when processing through U.S. Customs and Border Protection (CBP) (b) (7)(E) Port of Entry. CBP takes unprofessional conduct seriously and we appreciate that you took the time to inform us of this incident.

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP officers who have violated these rules. However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

CBP protects our Nation's borders and enforces numerous laws at our nation's ports of entry for a variety of other government agencies, including state and local law enforcement. CBP Officers routinely access information from these agencies to conduct examinations. All international travelers attempting to enter the United States, including all U.S. citizens, are subject to examination upon arrival. Occasionally, CBP may inconvenience law-abiding persons in our efforts to detect, deter, and reduce threats to our Homeland caused by the few individuals who are involved in illicit activities. We rely on the patience, cooperation, and understanding of travelers to ensure our borders are protected.

All travelers entering the United States, including U.S. citizens, participate in routine Customs processing. We may also examine your baggage, including *electronic* equipment, or your car, which we have the legal authority to do. The authority to delay and speak with travelers derives from the United States Code (section citations below) enables CBP to prevent the entry of persons who are inadmissible under the Immigration and Nationality Act, and to prevent the smuggling of merchandise, including narcotics and other contraband items, into the United States.

The exact legal citation for our *search* authority can be found in Title 19 of the United States Code, Sections 482, 1467, 1496, 1581 and 1582. All persons, baggage, and other merchandise arriving in or leaving the United States are subject to inspection and *search* by CBP officers. Various laws (including 8 United States Code (U.S.C.) 1357, 19 U.S.C. 482, 1581, 1582) enforced by CBP authorize such *searches*.

The Supreme Court decisions have upheld the doctrine that CBP's *search* authority is unique and does not violate the fourth amendment's protection against unreasonable *searches* and seizures. However, with this authority, CBP expects all of its officers to conduct their duties in a professional manner, and treat each traveler respectfully.

CBP understands that such *searches* are unpleasant and invasive, we have developed strict guidelines for the conditions under which such a *search* would be conducted.

Through the Privacy Act, you may request access to records about yourself, procedures, policies, decisions, and operations of federal agencies.

The web page provided lists common *FOIA* requests and the agency/program office that can respond to these requests: https://help.cbp.gov/app/answers/detail/a_id/1553/kw/foia

If, for any reason in the future, you are again dissatisfied with your CBP processing, please know you always have the right to request to speak with the shift Supervisory CBP Officer or the CBP Professionalism Service Manager. A supervisor is always available to address the concerns of travelers during their CBP processing.

We regret any inconvenience or unpleasantness that you have experienced while being processed through the CBP (b) (7)(E) Port of Entry. We hope that your future encounters with CBP will be more pleasant.

CBP000577

Incident - [redacted] - I'm writing a complaint about my recent visit to the United States through [redacted]

Thank you again for contacting the CBP Information Center

Regards,

[redacted]
Sr. Public Information Specialist
U.S. Customs and Border Protection
Compliments and Complaints Branch

~~FOUO Law Enforcement Sensitive~~ ([redacted]) 04/27/2017 03:44 PM

Yes, Std #[redacted] and include electronic searches via cbp.gov. You can also provide FOIA because he is asking why?

Close out

~~FOUO Law Enforcement Sensitive~~ ([redacted]) 04/27/2017 03:38 PM

STD text [redacted] Search authority/ unprofessional

Customer ([redacted]) 04/21/2017 12:46 AM

I'm writing a complaint about my recent visit to the United States through [redacted]. To be precise, I was travelling to [redacted] that was set at 2:45 PM. I came at the boarder near 11:45 am give or take with my mother who is a Canadian. That being said, the officer had pulled me for a secondary inspection though he probably did it because it's my first time I've crossed since over a year and first time crossing with my vehicle in which I finally was able to go on my own instead of a bus. Anyways, I was inside the detention room with my mom who is a senior citizen with [redacted], and I seen people in the detention room leaving quick except for me and my mother. I've even informed them about the [redacted] going to be at 2:45 pm. At first they said that they're almost done and then they said you will definitely miss it. Now after waiting till 3 pm, the officer said we can go, but I demanded an explanation of WHY I had to miss my [redacted] and sitting here while everyone else is gone. She had no explanation at all, my records are SUPER CLEAN and they know that. So I'm complaining about why this happened, and I do not want this to reoccur again. I feel very offended that I got pulled like that for absolutely no reason. No one can give me an answer at all. I want to cross more often, and luckily the lady i had an interview with was able to understand and reschedule me. Also I'm very offended that out of all the people that was in detention the officers requested my phone password to go into my personal cell phone, why? I have given them the password but i feel my right has been violated because no one else was treated like that. Don't get me wrong the officers treated me with respect and I respect them a lot, they tried to help. It's just doesn't make sense why the cellphone needed to be unlocked to go through my stuff when I didn't do anything. All I want honestly is an answer why this hassle of being pulled over for no reason. This is costing a lot of money when my job interview got jeopardized and I want to know why I was treated like a criminal when I have ABSOLUTELY clean record. I'm very upset being treated as I'm a bad citizen and feel violated.

Please respond to me via email preferably.

Thanks

Primary Contact

First Name:	[redacted]
Last Name:	
Organization:	
Login:	[redacted]
Title:	
Contact Type:	
Email:	[redacted]
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	[redacted]
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	[redacted]
City	
State/Province	

Incident - [redacted] - I'm writing a complaint about my recent visit to the United States through [redacted]

Postal Code	[redacted]
Country	Canada

Additional Information

Reference #
(b) (7)(E), (b) (6), (b) (7)(C)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
04/26/2017 12:00 PM

Date Initial Solution Response
None

Last Updated
05/01/2017 04:19 PM

Date Closed
05/01/2017 04:19 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
04/24/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Electronic Inspections

Discussion Thread

Response (b) (6), (b) (7)(C) **05/01/2017 04:19 PM**

To keep our borders secure, everyone who arrives at a U.S. port of entry is inspected. We pledge to treat you courteously and professionally. We do not assume that you have done anything wrong because very few travelers actually violate the law. As part of your inspection, you may be asked questions on:

• Your citizenship,
• The nature of your trip, and
• Anything you are bringing back to the United States that you did not have with you when you left.

We have the legal authority to examine your baggage, electronic equipment, or your car. If we are checking your baggage, you will need to place it on the exam station and open it. You will also need to repack anything after the exam is completed. If at any point you are unhappy with the way you are being treated, ask to speak to a U.S. Customs and Border Protection (CBP) supervisor. All persons, baggage, and other merchandise arriving in or leaving the United States are subject to inspection and search by U.S. Customs and Border Protection (CBP) officers. Various laws (including 8 United States Code (U.S.C.) § 1357, 19 U.S.C. §§ 482, 1581, 1582) enforced by CBP authorize such searches. As part of the inspection, CBP officers must verify identities, determine the admissibility of travelers, and look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items. The Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

• Denied or delayed airline boarding
• Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
• Continuously referred to additional screening
• Where travelers believe they have faced screening problems at ports of entry
• Where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our Nation's transportation hubs

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request. If you have been advised your problem is that you have overstayed a previous visit, you will have to provide evidence that you did not.

You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

Thank you for contacting the CBP Information Center

Thank you for contacting the CBP Information Center

Regards,

Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

Customer (b) (6), (b) (7)(C) **04/26/2017 12:00 PM**

I need information on the following situation. I'm a US citizen and I crossed in to the US from Mexico on 4/24/17 thru (b) (7)(E) . I was sent to 2nd inspection. My vehicle was inspected then I was patted down and told to empty my pockets. I

was then told to wait behind the table but not the table by my vehicle. I was told to wait behind a table two rows of vehicles down. This has never been requested before. There was no one by the table next to my car. The CBP officer continued on the inspection including my wallet contents , it was evident it had been gone thru when I returned to my vehicle. Then the CBP officer called me over to unlock my cell phone. I complied and the CBP officers , there were 2 to 3 now on my phone and vehicle. Ultimately I was given my phone and passport back and was cleared to be o on my way. Ive crossed the border many times before and have been in 2nd inspection many times as well so the vehicle search I understand, contraband and so forth. Patting me down emptying my pockets I understand as well , officer safety. I'll even go and stretch that putting me 2 rows down to wait as the CBP officer inspected my vehicle as safety for the officer. My phone on the other hand I'm not convinced that it was a necessary part of the inspection. My main concern over this practice is the information in the phone like contact's, phone numbers, family pictures, emails, texts messages and so on. What does CBP do with this information? Does CBP catalog all my contents of my phone? Does CBP start tracking my family and Co workers from these information gathering practices? Can CBP provide me with its policy on this practice of cell phone content searches and what it does with the information it gathers? I looked up this exact issue on line and it looks like CBP is making it a common practice to search thru people's phones. I read a news story of one gentelman refusing to unlock his phone and was basically assaulted by 3 CBP officers for not complying, also US Citizens. Is this CBP's new policy at re-entry? If so I'd like to have a copy of this policy as well. What happens if at my next crossing I go without a phone or a phone with no contact's or contents? Will CBP accuse me of hiding something? It feels like a violation of the 4th amendment at this point. I tried calling CBP but its always busy or gone for the day. So this is the other option provided by the website.

Primary Contact

First Name:	(b) (6), (b) (7)(C)
Last Name:	(b) (6), (b) (7)(C)
Organization:	
Login:	
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	(b) (6), (b) (7)(C)
City	
State/Province	
Postal Code	
Country	United States

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
Objects to Being Questioned or Selected

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
Visitor For Pleasure

SLA
Not specified

Queue
Complaints

Date Created
05/15/2017 02:32 PM

Date Initial Solution Response
05/17/2017 09:51 AM

Last Updated
05/17/2017 09:51 AM

Date Closed
05/17/2017 09:51 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
05/12/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Checkpoint 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Objects to secondary screening.

Discussion Thread

Response (b) (6), (b) (7)(C) **05/17/2017 09:51 AM**

Good morning, (b) (6), (b) (7)(C)

Thank you for letting us know about your experience at the U.S. Customs and Border Protection (CBP) (b) (7)(E) port of entry. Allegations of unprofessional conduct are taken seriously and we appreciate that you took the time to explain what happened to you.

Allow me to express regret for any conduct that may have been rude or unprofessional during your CBP processing. Again, CBP takes allegations of employee misconduct very seriously and has policy in place to address unprofessional behavior. Complaints of unprofessional conduct are recorded, investigated, and appropriate action is taken against CBP Officers who are found to have violated the CBP Pledge to Travelers:

CBP Pledge to Travelers
We pledge to cordially greet and welcome you to the United States.
We pledge to treat you with courtesy, dignity, and respect.
We pledge to explain the CBP process to you.
We pledge to have a supervisor listen to your comments.
We pledge to accept and respond to your comments in written, verbal, or electronic form.
We pledge to provide reasonable assistance due to delay or disability.

Your complaint has been reviewed and appropriate action taken. However, you will not receive further communication as the Privacy Act prohibits disclosure of any disciplinary action that may be taken against CBP personnel as a result of your allegation/complaint.

A CBP Officer's border search authority is derived from Federal statutes and regulations, including 19 C.F.R. 162.6, which states that: "All persons, baggage and merchandise arriving in the Customs territory of the United States from places outside thereof are liable to inspection by a CBP Officer."

Unless exempt by diplomatic status, all persons entering the United States, including U.S. citizens, are subject to examination and search by CBP Officers. Questioning travelers and inspecting their luggage are some of the ways we determine whether or not someone requires further examination. Travelers often make the mistake of thinking their civil rights are being violated by being asked questions about their trip, personal background and history, etc. That is not the case. Supreme Court decisions have upheld the doctrine that CBP search authority is unique and does not violate the Fourth Amendment protection against unreasonable searches and seizures.

Please understand that it is not the intent of CBP to subject travelers to unwarranted scrutiny. We are especially aware of how inconvenient and stressful the inspection process may be to those selected for inspection. In such cases we rely heavily on the patience, understanding, and cooperation of the traveler. Being selected for secondary inspection does not mean that you have done anything wrong. Most selections are randomly generated by the system the CBP Officer uses to scan your passport.

Be aware that you always have the right to request to speak with the CBP Professionalism Service Manager or the Supervisory CBP Officer on duty. One of these supervisory officers is always available to address any concerns or problems you are experiencing during your CBP processing.

Again, please accept our regret for any inconvenience or unpleasantness you have experienced. We sincerely hope that your future encounters with CBP will be pleasant and welcoming.

Regards,

(b) (6), (b)
Senior Public Information Officer
Compliments and Complaints Branch

Customer (b) (6), (b) (7)(C) **05/15/2017 02:32 PM**

Good day

Dear Ladies and Gentlemen.

I am from 12.05.17 in the USA until (b) (6), (b) (7)(C) with my aunt in (b) (6), (b).

I would like to complain about the entry into the USA.

I flew from (b) (6), (b) (7)(C) to (b) (7)(E). As far as it was still in order. Then at the customs I had to answer various questions, what I want to do in the USA, whether I want to work here, etc. Then I had to take fingerprints. Then again the same question my cases were searched and You had no objections.

I was asked if I was in my mobile phone of American citizens in my phone I have answered with no. Nevertheless, the official wanted to have my mobile phone and searched my contacts!

Then I came to the next control and what has expired has nothing to do with international human rights! You ran me through the body scanner as in (b) (6), (b) (7)(C), which was still ok. Then I was scanned and you have my suitcase and my hand luggage checked again. At the customs you had no complaints about my luggage. But here you already have my suitcase and my hand luggage durchwante.Und you have from my luggage two shower gel and a shampoo taken, not from the hand luggage but from my suitcase. You have all the shoes unpacked and under investigation you even taken off the shoes.Man me a drietes times fumbled. You have also me here again the fingerprints taken.Ich asked whether I am a terrorist or a hard criminal.
Then after all, once again thoroughly searched through, I could have the whole mess together and could go, but only after I asked for.

I am now the third time in the US but I have not experienced the years before.

I feel my human rights violated what I have had to offer here. My English knowledge is not particularly.What does not mean that one is so with humans deals. In addition, I come from the Federal Republic of Germany and not from Syria. I have the German Embassy informed!

I hope they understand my displeasure. And I hope that they go after this barbarian. I am currently for two months with my aunt in (b) (6), (b) (7)(C).I hope that I will hear from them.

Best regards

(b) (6), (b) (7)(C)

Primary Contact

First Name:	(b) (6), (b) (7)(C)
Last Name:	
Organization:	
Login:	
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	(b) (6), (b) (7)(C)
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	(b) (6), (b) (7)(C)
City	
State/Province	
Postal Code	
Country	Germany

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
Objects to Being Questioned or Selected

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Anonymous

SLA
Not specified

Queue
Complaints

Date Created
05/18/2017 09:34 PM

Date Initial Solution Response
None

Last Updated
05/19/2017 11:20 AM

Date Closed
05/19/2017 11:20 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)
(b) (7)(E)

Privacy Issue
No

Employee Conduct
Unprofessional

Referred out of CIC
No

Form Type
Complaint Anonymous

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Anonymous objection to inspection by CBP Officer (b) (6), (b) (7)(C)

Discussion Thread

Customer **05/18/2017 09:34 PM**

Hello Good evening. The porpoise of this message is to submit a complaint due to an issue or experience that I had today with the US custom department.
Today 05-18-2017 I was at (b) (7)(E) and When I was crossing the bridge/border one of your agents was asking me a bunch of questions, which you can tell he is new by the way he acted. He asked me when and what time I crossed to Mexico to be honest I couldn't remember And I did provide a not accurate information about the time and when was the last time when I crossed to Mexico. So he passed me to the side and he brought more agents with him, and then Agent (b) (6), (b) (7)(C) requested me to check my phone, he did not have a legal document or warrant to do that, and I was not found with drugs or anything illegal, fruit etc. And he took a look into my phone for a good while my private pictures on my phone, according to him...to look for child pornography using not a very professional language. I am really shocked and concerned, damaged, hurt etc why he had to look my pictures on my phone looking for child pornography. Regardless of the situation if it is not legal to do that. I would like to submit a complaint so someone can investigate the situation.

I am a (b) (6), (b) (7)(C) and I serve this country and I work for (b) (6), (b) (7)(C) as well and I think it is not fair the way we are treated on this department even being american citizens and work for this country the united states, I totally disagree with the treatment that these people provided me today 05-18-2017.

thank you for listening I hope we can do something about this issue.

Location (b) (7)(E) 05-18-2017 By (b) (6), (b) (7)(C) Agent and other 8 agents who I do not know their identities.

Primary Contact

First Name:
Last Name:
Organization:
Login:
Title:
Contact Type:
Email: (b) (6), (b) (7)(C)
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Frequent Searches/One Time Delay Secondary

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Anonymous

SLA
Not specified

Queue
Complaints

Date Created
05/20/2017 11:50 PM

Date Initial Solution Response
None

Last Updated
05/22/2017 07:36 AM

Date Closed
05/22/2017 07:36 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

(b) (7)(E)

Privacy Issue
Yes

Referred out of CIC
No

Form Type
Compliment

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Anonymous - delay in secondary

Discussion Thread

~~FOUO Law Enforcement Sensitive~~ (b) (6), (b) (7)(C)) **05/22/2017 07:36 AM**

Anonymous - date/time and name of CBPO's unknown

Appears to be a possible DHS TRIP issue but unable to provide info due to anonymity

Closed out

Customer **05/20/2017 11:50 PM**

I was referred to a second inspection and was there for two and a half hours waiting with my family no body could tell me what was going on with the inspection of my vehicle. When I asked if I could talk to a supervisor they told me they going to get him but they took me to a room and to wait there I spend another hour waiting and no answer the supervisor came in and told he was in a meeting that he was going to find out when I asked him if I could go with my family he told me no I had to stay there to see why I was there after thirty minutes they called my wife into a room to talk to her after she ce out they opened the door and told me I could go. I asked them what the holdup was and the supervisor told me that my wife was going to explain me. Then he told me to go into the room and he was going to explain to me but he told me it was a misunderstanding from the people outside to them and that's not what my wife told me she told me they were investigating me, that why they took so long can't they tell me the truth or what and they got my phone from my car and started to mess with it without my permission they messed upy picture and can't get them back I'm so disappointed with what happened wish they could do a better job and not to mess with personal items like phones very disappointed supervisor name was (b) (6), (b) (7)(C) from the (b) (7)(E) crossing in (b) (7)(E)

Primary Contact

First Name:
Last Name:
Organization:
Login:
Title:
Contact Type:
Email:
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
[redacted]

Status
Closed

Assigned To
[redacted]

Product
Procedure/Policy
Admissibility

Category
Land Border, Airport, or Seaport
[redacted]

Disposition
Travelers
Visitor For Pleasure

SLA
Not specified

Queue
Complaints

Date Created
05/22/2017 11:59 AM

Date Initial Solution Response
None

Last Updated
06/06/2017 11:11 AM

Date Closed
06/06/2017 11:11 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
[redacted]

[redacted]

Privacy Issue
No

Referred out of CIC
No

Form Type
Email Us

Created by Generic Supervisor
No

Disposition (CF)
[redacted]

Auto Close
No

Video Footage Attached
No

Strong Ties

Discussion Thread

Response ([redacted]) **06/06/2017 11:11 AM**

Thank you for contacting the Compliments/Complaints Branch of the CBP Information Center concerning the entry process. According to your email it appears that you are not "banned" because a ban starts at (3) years and goes up to (20) years before you will be allowed to reenter the United States. The Officer is merely suggesting that you remain outside of the US for a year in reference to having established "strong-ties" back to the Cayman Islands and not be perceived as a "defacto-immigrant" and not having a valid "immigrant visa" which is prohibited". If you have additional questions please contact us (202) 325-8000.

Regards,
CCB

Customer **05/22/2017 11:59 AM**

Good Morning

My name is [redacted] from the Cayman Islands and I recently had some unexpected problems upon entry to the United States to visit my girlfriend. Roughly over a hundred of us passengers entering [redacted] on [redacted] were "randomly flagged" as they called it for further questions by immigration officers. After waiting in line, it was my turn for questioning and upon further inspection they took me to the homeland security section of their airport for even more questions. The officer had asked me why I was returning to the US so soon after seeing my girlfriend from [redacted] and I replied with I just wanted to spend the holidays with her and her family to which he asked me why I didn't just stay home and spend it with my parents etc to which I responded by telling him it would be my first Christmas with her parents and having a B2 visa I thought I would be able to stay for the holidays without an issue.

After looking through my phone, belongings and all of my social media they told me that I could stay in the country as long as I wanted as long as I left before [redacted] ([redacted] I believe) but told me that I would not be able to return to the United States for a year because "travelling to the US after only waiting [redacted] after spending [redacted] is too sketchy, it's like you're living here."

This has been the first time this has ever happened to me upon all of my years of traveling to the states, usually if you travel for an extended period of time to a country you usually stay out of it for the same amount of time (which I did- [redacted]). I just wanted to know if I am really banned from the United States for a year of if it was the officer strictly giving travel advice to avoid being banned and if I am, am I banned for a year from the date that I left or arrived in the United States?

Regards

[redacted]

Primary Contact

First Name:
Last Name:
Organization:
Login:
Title:
Contact Type:
Email: [redacted]
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
Objects to Being Questioned or Selected

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Anonymous

SLA
Not specified

Queue
Complaints

Date Created
05/29/2017 11:45 AM

Date Initial Solution Response
None

Last Updated
05/30/2017 08:55 AM

Date Closed
05/30/2017 08:55 AM

Customer SmartSense
-1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

d Office
(b) (7)
(b) (7)(E)

Privacy Issue
Yes

Employee Conduct
Unprofessional

Referred out of CIC
No

Form Type
Complaint Anonymous

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Anonymous - secondary/ vehicle searched - rights violated -- CBPO Unknown

Discussion Thread

~~FOUO Law Enforcement Sensitive~~ (b) (6), (b) (7)(C) **05/30/2017 08:55 AM**

Anonymously issued - no contact info

Name of CBPO unknown / Vehicle damaged in course of search - due to anonymity, unable to provide TORT info

CBP did not violated his rights by searching his vehicle or cell phone; that procedure is within the officers rights as officers.

Customer **05/29/2017 11:45 AM**

My constitutional rights were violated and the law was broken by cbp officers on May 28th, 2017 at the (b) (7)(E) Port of Entry (b) (7)(E) I provided all the proper identification and paperwork required and was treated with disrespect by many officers at said location. I was not given any reasons for why I was detained and my car thoroughly searched. In fact, my vehicle was damaged by the officer who conducted the search. My camera was searched without me knowing until after they violated my constitutional right to privacy. I asked if I was detained and they would not answer my question. I was held far longer than was necessary as well. When asked why? They informed me their computers were down. I felt unsafe and targeted as a young, solo traveler with tattoos and a freelancing job. I do not feel safe and protected in my own country. DO YOUR JOB CORRECTLY AND PROFESSIONALLY. STOP ABUSING YOUR POWER. SICK OF IT!!!!!! Twice this has happened to me.

Primary Contact

First Name:
Last Name:
Organization:
Login:
Title:
Contact Type:
Email: (b) (6), (b) (7)(C)
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
(b) (7)(E), (b) (6), (b) (7)(C)

Status
Closed/Clarify

Assigned To
(b) (6), (b) (7)(C)

Product
Procedure/Policy
Admissibility

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
Visitor For Business

SLA
Not specified

Queue
Complaints

Date Created
06/12/2017 07:03 AM

Date Initial Solution Response
06/20/2017 09:47 PM

Last Updated
06/26/2017 09:19 AM

Date Closed
06/20/2017 09:47 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
05/18/2017 12:00 PM

(b) (7)(E)

Privacy Issue
Yes

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

I was deprived of basic human rights/admissibility issue

Discussion Thread

Response (b) (6), (b) (7)(C) **06/20/2017 09:47 PM**

Thank you for your email regarding the difficulties you experienced when processing through U.S. Customs and Border Protection (CBP)(b) (7)(E) port of entry.

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP Officers who have violated these rules. Your complaint has been forwarded for review and appropriate action. However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

U.S. Customs and Border Protection (CBP) Officers must determine the nationality of each applicant and assess the admissibility of the traveler to ensure they can lawfully enter the United States under the requirements of the Immigration and Nationality Act.

With respect to a person's admissibility, CBP Officers make determinations based on an evaluation of the information they have. The key issues for a CBP Officer are whether an individual is a U.S. citizen or national of another country. If they are a national of another country, the CBP Officer must determine whether an individual is admissible into the United States. It is the responsibility of the applicant to submit the proper documentation upon entering and exiting the United States. Each applicant for admission is subject to complete inspection on each arrival in the United States. No one is allowed to enter the United States until the examining officer is satisfied that they are either a citizen of the United States or an alien that has valid grounds for admission. In all cases, applicants must prove they are admissible.

The following items may be helpful to verify strong ties to your country. However, these do not guarantee admissibility.
Doctor's referral letter, and proof of funds to cover medical expenses, Roundtrip ticket
Proof of employment - pay stubs (including a letter from employer stating the date the traveler is expected back to work and proof of medical coverage.)
Most recent bank statement providing proof of funds available to cover expenses while visiting in the U.S.
Copy of foreign income tax returns.
Copy of deed, mortgage statement, or lease to property in the home country reflecting the traveler's name.
Most recent utility statements for that property reflecting the traveler's name.
Itinerary of where the traveler will be visiting and staying in the U.S.

If, for any reason in the future, you are ever again dissatisfied during your CBP processing, please ask to speak with the CBP professionalism service manager or the chief officer on duty. A supervisor is always available to address the concerns of travelers during their CBP processing.

We regret any inconvenience or unpleasantness that you have experienced while being processed through CBP at the (b) (7)(E) port of entry. We hope that your future encounters with CBP will be pleasant and welcoming.
Thank you for contacting the CBP Information Center

(b) (6), (b) (7)(C)

Professionalism Service Manager

Area Port (b) (7)(E)

U.S. Customs and Border Protection

Response (b) (6), (b) (7)(C) **06/14/2017 03:35 PM**

Dear (b) (6), (b) (7)(C)

We received your complaint and have forwarded it for review and response by the port. You should receive an answer directly from them or me once the review is complete.

Regards,

(b) (6), (b) (7)(C)
Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

~~FOUO Law Enforcement Sensitive~~ (b) (6), (b) (7)(C) **06/14/2017 03:32 PM**

Complaint was sent to (b) (7)(E) FO for review and response

Customer (b) (6), (b) (7)(C) **06/12/2017 07:03 AM**

I was travelling to the US on May 18th, 2017 on a B1/B2 visa that was issues last year. I was stopped at the CBP in (b) (7)(E) airport and asked about the purpose and length of stay.
I answered that my purpose is to visit my colleagues and friends (b) (6), (b) (7)(C) and that I'm also pregnant seeking delivery as medical service.
It was totally in good faith that I went on the belief that having (b) (6), (b) (7)(C) in the US is a legitimate use of B visa as long as I have an international medical insurance (as a manager at (b) (6), (b) I'm covered by (b) (6), (b) (7)(C) that covers all my surgery expenses, any complications as well as covering the new born and having sufficient fund for my expenses. (I have read this information on CBP website as an answer to a question by a foreign pregnant woman who wanted to deliver her baby in the US).
I tried to prove this to the officers but they didn't give me a chance and accused me of having intentions to stay forever in the US and have no funds for my surgery.
I explained to them I have a full time job and that I'm a (b) (6), (b) (7)(C) at a top university in (b) (6), (b) (7)(C) and that my husband is also (b) (6), (b) (7)(C) at (b) (6), (b) (7)(C) and my son goes to the international school of (b) (6), (b) (7)(C) back in (b) (6), (b) (7) (in (b) (6), (b) and that he is regis g year and we have paid his fees.
But the officers kept saying they don't care about that and that they need to see a printed proof of my medical insurance and my bank statement.
I showed a soft copy of my medical insurance on my mobile phone and the cash money I had plus my credit card that was all in all about 9000$ and gave them my US doctor contact but they insisted I must have hard copies of medical insurance and a bank statement.
I asked to just have access to the internet to pull out my statement from my e-banking account and show them my medical coverage from my online account but they refused. I asked if I can call the HR manager at (b) (6), (b) (7)(C) who can prove to them that my delivery is 100% covered but they also refused.
They took my phone unlocked, and searched my e-mail, SMS messages away from me then they returned to me and had me put it in my suit case and took the suitcase from me and kept it in a room along with my hand bag .They detained me in a room until the following day (about 21 hours) and didn't allow me to make a call to my husband or my consulate or a lawyer although I repeatedly asked for this.
They checked me and forced me to take off my cardigan and my hijab although I explained to them that I wear it for religious purposes but they said I cannot wear it in the detention room.
I asked if they would consider my health as a pregnant woman and just give me a week permit to enter the states and have some rest and then leave the states the officer told me we are not letting you go out so that you bring an attorney and come back to us.
I was jet lagged, so tired and was out of focus. I was not even able to read through the report they made and they asked me to sign. I initially refused to sign the report and told them I'm not able to read it and that I need to call my husband and my consulate for advice but they said we are not letting you make any phone calls until you sign. Then I had to sign it when they told me we are not letting you make any calls until you sign it and that if you don't sing you will be banned from entering the US for five years.
Next day, my husband and all my family got worried about me as the last thing they heard from me was through a text message I sent to my husband saying I'm at CBP but they didn't know I'm going to be detained until the following day. Also my US friend who were waiting to pick me up at the airport couldn't reach me. No one had clue about what was going on with me neither were I able to contact any one.
When I felt abdomen pain at night and asked for a doctor they said we don't have a doctor and they just allowed me to search my medications for a pain killer and when I couldn't find any and asked them if they would give me a pain killer they said we are not authorized to give you any medications.

Next day ,I received a call from my consular after my husband contacted the consulate in (b) (7)(E) as he spent more than 12 hrs without knowing anything about me or my detention, tried several times to contact me but my phone was taken and I was prevented from calling him . The Egyptian deputy consular told me they were not informed about me being detained at the CBP (though the officers lied when I asked again to call my consulate and said to me we did call your consulate already). The Egyptian deputy consular talked to me and asked me to get my case number so that the consulate in Cairo can follow up on my case. I asked the officers to get something from my luggage to wear or to be covered with as the room was very cold, but they refused. They also refused to give me a copy of the report I signed or even the case number. When I asked about the names of the officers who questioned me they refused to give me their names (All I know is that one of them her first name is (b) (6), (b) (7).

I was escorted by 2 officers to my flight to (b) (6), (b) (7)(C) at 5:30 the next day and we had to wait until the boarding of the flight starts .I asked one of the officers to go to the toilet and he and his colleague refused although I have explained to them that I'm pregnant and this is dangerous for me and the baby.
I was deprived of basic human rights and was treated in a very bad way and was searched as a criminal although my record shows that I was (b) (6), (b) (7)(C) in (b) (6), (b) and that I have visited the US later on (b) (6), (b) (7)(C) issued (b) (6) and never exceeded the visa limit and never filed any papers or showed interest in immigration.
All I wanted is to take advantage of an international medical coverage that (b) (6), (b) (7)(C) offers only to managers and full time (b) (6), (b) (7)(C) and deliver my baby in a country that is considered No.1 in medical service. I just wanted the best for me and for my new born in case of any complications happened and we needed medical intervention. I thought of the granted citizenship as maybe my son in the future would want to come to the US for education and having the citizenship would make it more accessible to him.
I was told by the officers that I have 2 weeks to submit a new application and return on a B2 visa with a proof of fund to cover my expenses and an international medical insurance to let me in , all these I have already had but was not given any chance to prove.
Upon my return, I applied for the visa and explained to the consulate officer everything that happened to me at the CBP office and my intentions of delivery in the US. The consulate in Cairo took all supporting documents from me and in one day the visa got approved and I was issued a new visa.
Now I'm planning to travel in few days and wanted to make sure that I won't be treated in similar inhuman way as before. I wanted to make sure of all documents I will need to have with me to prove to the CBP that I'm going lawfully and that I'm paying for all my expenses and will not in any way become a ward of the government or tax payers.
Appreciate your prompt response.
(b) (6), (b) (7)(C)

Primary Contact

First Name:	(b) (6), (b) (7)(C)
Last Name:	
Organization:	
Login:	
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	(b) (6), (b) (7)(C)
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	(b) (6), (b) (7)(C)
City	
State/Province	
Postal Code	
Country	Egypt

Additional Information

Badge Number: (b) (6), (b) (7)

File Attachments

Name	Size	Content Type
• (b) (7)(E)	56.5k	(b) (7)(E)

Reference #
(b) (6), (b) (7)(C), (b) (7)(E)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Procedure/Policy
Admissibility

Category
Land Border, Airport, or Seaport

Disposition
Travelers
Visitor For Business

SLA
Not specified

Queue
Complaints

Date Created
06/14/2017 01:08 PM

Date Initial Solution Response
None

Last Updated
06/28/2017 03:43 PM

Date Closed
06/28/2017 03:43 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)
(b) (7)(E)

Privacy Issue
Yes

Referred out of CIC
No

Form Type
Email Us

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Inspection of Electronic Devices

Discussion Thread

Response (b) (6), (b) (7)(C) **06/28/2017 03:43 PM**

Yes.

Customer (b) (6), (b) (7)(C) **06/28/2017 01:15 PM**

Thank you for providing this information. For clarity please advise if CBP officials may require a traveler to the US to log on to his/her electronic device to examine documents that might be stored on such devices.

(b) (6), (b) (7)(C)

Response (b) (6), (b) (7)(C) **06/28/2017 08:34 AM**

All persons, baggage, electronic devices and other merchandise arriving in or leaving the United States are subject to inspection and search by U.S. Customs and Border Protection (CBP) officers. Various laws (including 8 United States Code (U.S.C.) § 1357, 19 U.S.C. §§ 482, 1581, 1582) enforced by CBP authorize such searches. As part of the inspection, CBP officers must verify identities, determine the admissibility of travelers, and look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items. Foreign diplomats on government business may be exempt from inspection. If you have "sensitive" data on your device you should have "legal" documentation in ENGLISH explaining the detail and should be brought to the attention of the CBP Supervisor or Chief. All foreign attendees seeking entry into the US for the Congress are subject to inspection to include their electronic devices. Please be prepared.

It is a CBP policy that passengers repack their own luggage after inspection. This policy is in place to avoid accusations that something went missing while the CBP Officer was conducting the inspection.

We regret any inconvenience or unpleasantness that you have experienced while being processed through CBP at the port of entry. We hope that your future encounters with CBP will be pleasant and welcoming.

Thank you for contacting the CBP Information Center
Compliments/Complaints Branch

Customer (b) (6), (b) (7)(C) **06/14/2017 01:08 PM**

I have written The Department of State before with concerns that scientists from outside the United States have concerning their travel arrangements to San Francisco for the (b) (6), (b) (7)(C) this July. The Department of State has referred me to you to answer the most recent question I have received.

The latest issue that has arisen concerns guidance overseas universities have provided to their students attending (b) (6), (b) (7) instructs them not to provide access to electronic devices that may compromise their scientific research. The specific email I received is as follows:

I am writing this afternoon because several of us on the (b) (6), (b) (7)(C) executive committee have been contacted by (b) (6), (b) (7)(C) (student) registrants with stories of their local institutions recently enacting regulations for to travel to the US for this meeting. Specifically, they have shared that individuals are being advised to not surrender or give access to any electronic devices to U.S. customs officials that contain any research or academic content (student emails etc.), as doing so would put them in violation of these newly conceived rules. This seems to be a separate issue from the Visa logistics we discussed on our Program Committee call last month.

Requiring access to cell phones and computers at entry to the US has been reported in the media but I would like you to confirm under what circumstances this might occur. I would appreciate your guidance on how this concern should be handled. We have over 6,000 attendees registered for the (b) (6), (b) (7) meeting with 50% travelling to the US from other countries.

Assistance appreciated.

Primary Contact

First Name: (b) (6), (b) (7)

Last Name:	(b) (6), (b) (7)(C)
Organization:	
Login:	(b) (6), (b) (7)(C)
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	
City	
State/Province	
Postal Code	
Country	

Additional Information

Reference #
(b) (7)(E), (b) (6), (b) (7)(C)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Search Authority
About CBP Search Authority

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
US Citizen/US Residen

SLA
Not specified

Queue
Complaints

Date Created
06/24/2017 02:17 PM

Date Initial Solution Response
None

Last Updated
06/29/2017 09:40 AM

Date Closed
06/29/2017 09:40 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
06/24/2017 12:00 PM

(b) (7)(E)

Privacy Issue
Yes

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

We felt violated/cellphone

Discussion Thread

Response (b) (6), (b) (7)(C) **06/29/2017 09:39 AM**

Dear (b) (6), (b) (7)(C)

First, allow me to explain the inspectional. Upon arrival to the United States, all persons requesting admission must be examined in order to determine identity and citizenship. The U.S. Customs and Border Protection (CBP) officer may request specific, detailed information about your travel, may inspect your baggage, or may conduct a personal search. If you are subject to inspection, you should be treated in a courteous, dignified, and professional manner. However, please keep in mind that this is a law enforcement environment, and travelers who are intent on breaking the law will attempt to find out what the officer is doing in order to avoid detection. For this reason, our CBP officers may not answer specific questions about an examination that is underway. It is imperative that you understand that all travelers seeking admission to the U.S. are subject to inspection regardless of nationality or the number of times crossing the border. Failure to comply with the officer's requests or attempts to evade the officer's questions can result in a more intensive examination which would extend the time necessary to affect a traveler's admission into the U.S. Secondary inspections are utilized in order to either gain or confirm information pertaining to a person's reasons for traveling to or from the U.S. Often, secondary inspections include an in-depth inspection of the conveyance the traveler is operating. However, CBP Officers are still expected to be courteous and professional in their demeanor when responding to the public's questions.

Speaking with travelers and examining merchandise coming into or leaving the United States are some of the ways we look for illegal or prohibited items, and to determine whether or not someone is trying to enter the U.S. for unlawful or fraudulent purposes. Unless exempt by diplomatic status, all travelers entering the United States, including U.S. citizens, participate in routine customs processing. At times, people make the mistake of thinking their civil rights are being violated by being asked questions about their trip, personal background and history. That is not the case. Supreme Court decisions have upheld the doctrine that CBP's search authority is unique and does not violate the Fourth Amendment protection against unreasonable searches and seizures.

It is not CBP's intent to subject travelers to unwarranted scrutiny. CBP Officers may find it necessary to inconvenience law-abiding citizens in order to detect those involved in illicit activities. We are especially aware of how inconvenient and stressful the inspection process may be to those selected for inspection. In such cases, we greatly appreciate the patience, understanding, and cooperation of the traveler.

Thank you for contacting the CBP Information Center.

Regards,

(b) (6), (b) (7)
Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

Customer (b) (6), (b) (7)(C) **06/28/2017 11:45 AM**

So it's ok if we talk and they tell us they will arrest us for interfering with they investigation because we bring us how they treating us. So we don't have freedom of speech in USA either in broader Patrol.

On Jun 28, 2017 9:40 AM, "Customs and Border Protection Information Center" <(b) (7)(E) > wrote:

Response (b) (6), (b) (7)(C) **06/28/2017 11:40 AM**

Dear (b) (6), (b) (7)(C)

Thank you for contacting the CBP Information Center Compliments and Complaints Branch.

We regret any inconvenience or unpleasantness you experienced during your U.S. Customs and Border Protection (CBP) processing. CBP takes unprofessional behavior seriously. We have a uniform system for handling misconduct. If we confirm employee wrong doing, we will take firm and appropriate action to correct the situation. However, the Privacy Act prevents CBP from disclosing what disciplinary action was taken against the employee.

To keep our borders secure, everyone who arrives at a U.S. port of entry is inspected. We pledge to treat you courteously and professionally. We do not assume that you have done anything wrong because very few travelers actually violate the law. As part of your inspection, you may be asked questions on:

- Your citizenship,
- The nature of your trip, and
- Anything you are bringing back to the United States that you did not have with you when you left.

We have the legal authority to examine your baggage, electronic equipment, or your car.

The exact legal citation for our search authority can be found in Title 19 of the United States Code, Sections 482, 1467, 1496, 1581 and 1582. Further information can be found on our web site in the traveler section.

If, for any reason in the future, you are ever again dissatisfied during your CBP processing, please ask to speak with the CBP professionalism service manager or the chief officer on duty. A supervisor is always available to address the concerns of travelers during their CBP processing.

We hope that your future encounters with CBP will be pleasant and welcoming.

Thank you for contacting the CBP Information Center.

Regards,

(b) (6), (b) (7)(C)
Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

Customer (b) (6), (b) (7)(C) **06/24/2017 02:17 PM**

Ok when did it become ok for custom to violate us citizens right and go through our personal cellphone and look at our pictures and write down our imei number on phone. Port of (b) (7)(E) is full of shit and worse place we have ever been. We felt violated because some of pictures were of me and wife (b) (6), (b) (7)(C) When we said if it had to be looked through that a lady do it cause some pictures were of (b) (6), (b) (7)(C) told us to bad and he was going to look. Now wife feels violated, port officers are perverts and wanted to see (b) (6), (b) (7)(C) We want to know how all this is legal and right to have been done. We are thinking of sueing because of what happened but before we do want to see what will be done.

Primary Contact

First Name:	(b) (6), (b) (7)(C)
Last Name:	
Organization:	
Login:	(b) (6), (b) (7)(C)
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	
City	
State/Province	
Postal Code	
Country	United States

Additional Information

Reference #
(b) (7)(E), (b) (6), (b) (7)(C)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Procedure/Policy
Admissibility

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
Visitor For Business

SLA
Not specified

Queue
Complaints

Date Created
07/02/2017 05:12 AM

Date Initial Solution Response
None

Last Updated
07/05/2017 10:42 AM

Date Closed
07/05/2017 10:42 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Dist Field Office
(b) (7)(E)

Incident Date
06/25/2017 12:00 PM

(b) (7)(E)

Privacy Issue
Yes

Referred out of CIC
No

Form Type
Departing 1st

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

I want to know the status of my Visa

Discussion Thread

Response (b) (6), (b) (7)(C) **07/05/2017 10:41 AM**

Dear (b) (6), (b) (7)

Thank you for your email regarding the difficulties you experienced when processing through U.S. Customs and Border Protection (CBP) at (b) (7)(E) port of entry.

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP Officers who have violated these rules. However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.
CBP Officers must determine the nationality of each applicant and assess the admissibility of the traveler to ensure they can lawfully enter the United States under the requirements of the Immigration and Nationality Act.

With respect to a person's admissibility, CBP Officers make determinations based on an evaluation of the information they have. The key issues for a CBP Officer are whether an individual is a U.S. citizen or national of another country, and if a national of another country, whether an individual is admissible to the United States. It is the responsibility of the applicant to submit the proper documentation upon entering the United States. Each applicant for admission is subject to complete inspection on each arrival in the United States. No one is allowed to enter the United States until the examining officer is satisfied that they are either a citizen of the United States or an alien who has overcome all grounds of being denied admission. In all cases, applicants must prove they are admissible.

You are encouraged to contact the nearest U.S. Embassy or Consulate to make an appointment to discuss your concerns regarding your visa.

The contact information for U.S. Embassies and Consulates can be found through the U.S. Department of State Website: http://www.usembassy.gov/

Additionally, you may file the DHS TRIP Inquiry. The Department of Homeland Security, Travel Redress Inquiry Program (DHS TRIP) is a single point of contact for those who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs like airports, train stations, or crossing U.S. borders, including:

• Denied or delayed airline boarding
• Denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint
• Continuously referred to additional screening
• Where travelers believe they have faced screening problems at ports of entry
• Where travelers believe they have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening at our Nation's transportation hubs

People who have been identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems. You may submit a this request though the DHS TRIP Web site at www.dhs.gov/dhs-trip or by mailing the completed DHS Trip Traveler Inquiry (Form 591) and copies of identification documents to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
601 S. 12th St. TSA-901
Arlington, VA 20598-6901

To speed the processing, you should provide as much information as possible about where and when you have experienced inspections by U.S. Customs and Border Protection (CBP).

If you suspect your experiences result from an incident in which you were involved and there are mitigating circumstances, please include as much information as possible about that incident and an explanation in your request.

You will be asked to provide your full name, address, date-of-birth, and a clear copy of the photo page of your passport.

Please understand that some referrals for additional screening are for reasons other than law enforcement. They may be the circumstances of your travel or random selection. Even if your request results in a positive outcome, there is no guarantee that you will not be referred for a secondary inspection for other reasons in the future.

Thank you again for contacting the CBP Information Center.

Regards,

(b) (6), (b) (7)

Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

~~FOUO Law Enforcement Sensitive~~ (b) (6), (b) (7)(C) **07/05/2017 10:36 AM**

(b) (7)(E)

Customer (b) (6), (b) (7)(C) **07/02/2017 05:12 AM**

I respect and salute the hard work and sacrifice you have devoted ensuring American become safe country for both visitors and citizens. I was recently in US and I was detained and screen for several hours. I was insulted , accused, discriminate and abused by a CBP officer when I was selected for secondary screening. He took my phone went through my email, watsup massages ,face book and other I am not aware of. He told me he read a massage on my watsup about me and a friend taking about a job that I intended to do. But I explained to him and provided a documents to prove I am been wrongfully accused but he never listen to me and subjected me to insult and telling me how visitors like me are not welcome to USA and so fort . Later, his working colleague joined him and I explain it to them which sound reasonable to them. They left me and that CBP officer who insist I should confirm and tell him am in America to work and he will let me go which I insisted no for several hours. He later admitted me and give me only 3 days to stay in USA. Apart from the hush decision he took, I bought a new plane ticket and left on the date he wrote on my passport. I do not know if my Visa still holds or has been revoke or cancelled. I will come to USA coming months for a visit, conference and buy a car and ship because I was not able to do all those things after the short admission he gave me. Please, I want to know the status of my Visa and what next step to take. Thank you and God Bless you and American

Primary Contact

First Name:	(b) (6), (b) (7)(C)
Last Name:	
Organization:	
Login:	(b) (6), (b) (7)(C)
Title:	
Contact Type:	
Email:	(b) (6), (b) (7)(C)
Email - Alternate #1:	
Email - Alternate #2:	
Office Phone:	
Mobile Phone:	
Fax:	
Assistant Phone:	
Home Phone:	
Street	(b) (6), (b) (7)(C)
City	
State/Province	
Postal Code	
Country	Ghana

Additional Information

Reference #
(b) (7)(E), (b) (6), (b) (7)(C)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Procedure/Policy
Admissibility

Category
Duplicate

Disposition
Travelers
Visitor For Pleasure

SLA
Not specified

Queue
Complaints

Date Created
09/13/2017 12:02 PM

Date Initial Solution Response
None

Last Updated
09/13/2017 03:26 PM

Date Closed
09/13/2017 03:26 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Flight Number
(b) (6), (b) (7)(C)

Dist Field Office
(b) (7)(E)

Incident Date
08/11/2017 12:00 PM

(b) (7)(E)

Privacy Issue
No

Referred out of CIC
No

Form Type
Departing 3rd

NEXUS Number

SENTRI Number

FAST Number

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Video Footage Attached
No

Duplicate of (b) (7)(E), (b) (6), (b) (7)(C)

Discussion Thread

FOUO Law Enforcement Sensitive (b) (6), (b) (7)(C) **09/13/2017 03:26 PM**
Duplicate of (b) (7)(E), (b) (6), (b) (7)(C)

Customer (b) (6), (b) (7)(C) **09/13/2017 12:02 PM**
My girlfriend, now wife, (b) (6), (b) (7)(C) Nicaraguan passport# (b) (6), (b) (7)(C), arrived at (b) (7)(E) on 8/11/17, at (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C) direct from (b) (6), (b) (7)(C) She did not know the address where we were staying in (b) (7)(E) and subsequently was interviewed by CBP officers. I was waiting in the terminal. During the 2-3 hour interview process, her passport, cell phone and money was taken to a supervisor. She was asked how much money she had, advised the officer she had $170 USD, when searched, the officer found an additional (b) (6), (b) (7)(C) which was not disclosed because she felt that because she could not use the money in the US, she didn't need to disclose. (b) (6), (b) (7)(C) is worth just less than $100USD). Her passport, cell phone and money was taken away for examination/ presented to supervisor, not really sure. (b) (6), (b) was extremely stressed by the situation. When the officer returned with her personal items, (b) (6), (b) was informed she could leave. Being stressed and ready to leave, she placed the items in her bag and immediately left the area. When we arrived at the hotel we were staying, we looked in her bag for the money she presented to the CBP officer and noticed it was not in any of her bags. We searched through both her checked and carry-on bags and there was no money there. We are positive there are cameras in the interview rooms that could verify our information. We would like to file a claim for the missing money, $170 and (b) (6), (b) (7)(C) (or US equivalent). How to we file a claim?
(b) (6), (b) (7)(C)

Primary Contact

First Name (b) (6), (b) (7)(C)
Last Name
Organization:

Login:
Title:
Contact Type:

Email: (b) (6), (b) (7)(C)
Email - Alternate #1:
Email - Alternate #2:

Office Phone: (b) (6), (b) (7)(C)
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street (b) (6), (b) (7)(C)
City
State/Province
Postal Code
Country United States

Additional Information

Carrier-Vessel Name: (b) (6), (b) (7)(C)
Badge Number:
GE Number:

Reference #
(b) (7)(E), (b) (6), (b) (7)(C)

Status
Closed

Assigned To
(b) (6), (b) (7)(C)

Product
Procedure/Policy
Improper Processing

Category
Land Border, Airport, or Seaport
(b) (7)(E)

Disposition
Travelers
Visitor For Pleasure

SLA
Not specified

Queue
(b) (7)(E)

Date Created
09/13/2017 12:28 PM

Date Initial Solution Response
None

Last Updated
09/26/2017 01:20 PM

Date Closed
09/26/2017 01:20 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Flight Number
(b) (6),

Dist Field Office
(b) (7)(E)

Incident Date
08/11/2017 12:00 PM

(b) (7)(E)

Privacy Issue
Yes

Employee Conduct
Unprofessional

Referred out of CIC
No

Form Type
Departing 3rd

NEXUS Number

SENTRI Number

FAST Number

Created by Generic Supervisor
No

Disposition (CF)
(b) (7)(E)

Auto Close
No

Missing Currency

Discussion Thread

Response (b) (6), (b) (7)(C) **09/26/2017 01:20 PM**

Thank you for contacting U.S. Customs and Border Protection (CBP), Compliments and Complaints Branch (CCB) regarding your experience at the (b) (7)(E)

Please allow me to express my regret for any conduct that may have been perceived as rude or unprofessional during your CBP processing. CBP takes employee misconduct very seriously and has clear policies against abuse of authority. Complaints of unprofessional conduct are recorded and investigated, and appropriate action is taken against CBP Officers who have violated these rules. However, further communication may not be forthcoming as the Privacy Act prohibits any disclosure of discipline taken towards CBP personnel.

You indicated that your wife's currency was not returned during her processing by CBP. You may file a claim for property damage or loss resulting from the negligent acts or omissions of an employee of CBP. CBP processes administrative tort claims in accordance with the Federal Tort Claims Act (FTCA), 28 USC 2671 – 2680.

To file an administrative tort claim against CBP, please complete a Standard Form 95, Claim for Damage, Injury or Death (SF-95), which I have linked for your convenience, and submit it along with supporting documentation to:

DHS/CBP
Office of Chief Counsel
6650 Telecom Drive, Suite 101
Intech 2 Building
Indianapolis, IN 46278

FORM 95: https://help.cbp.gov/ci/fattach/get/17414/1272576619

Be sure to thoroughly read and comply with the instructions listed on the back side or second page of the SF-95. Once an administrative tort claim has been submitted, the Office of Chief Council will investigate the facts presented and examine the legal basis for the claim. A decision will be made and then sent to you by regular mail. This process may take several months to be completed. We appreciate your patience while your administrative tort claim is processed and we regret any inconvenience you were caused.

Regards,

Sr. Public Information Specialist
U.S. Customs and Border Protection
CBP Information Center
Compliments and Complaints Branch

Customer (b) (6), (b) (7)(C) **09/13/2017 12:28 PM**

My girlfriend, now wife, (b) (6), (b) (7)(C) Nicaraguan passport# (b) (6), (b) (7)(C), arrived at (b) (7)(E) on 8/11/17, at (b) (6), (b) (7)(C) on (b) (6), (b) (7)(C), direct from (b) (6), (b) (7)(C). She did not know the address where we were staying in (b) (7) and subsequently was interviewed by CBP officers. I was waiting in the terminal. During the 2-3 hour interview process, her passport, cell phone and money was taken to a supervisor. She was asked how much money she had, advised the officer she had $170 USD, when searched, the officer found an additional (b) (6), (b) (7)(C) which was not disclosed because she felt that because she could not use the money in the US, she didn't need to disclose. (b) (6), (b) (7)(C) is worth just less than $100USD). Her passport, cell phone and money was taken away for examination/ presented to supervisor, not really sure. (b) (6), (b) was extremely stressed by the situation. When the officer returned with her personal items, (b) (6), was informed she could leave. Being stressed and ready to leave, she placed the items in her bag and immediately left the area. When we arrived at the hotel we were staying, we looked in her bag for the money she presented to the CBP officer and noticed it was not in any of her bags. We searched through both her checked and carry-on bags and there was no money there. We are positive there are cameras in the interview rooms that could verify our information. We would like to file a claim for the missing money, $170 and (b) (6), (b) (7)(C) (or US equivalent). How to we file a claim?
(b) (6), (b) (7)(C)

Primary Contact

First Name: (b) (6), (b) (7)(C)
Last Name:
Organization:
Login:
Title:
Contact Type:
Email: (b) (6), (b) (7)(C)

Video Footage Attached
No

Email - Alternate #1:
Email - Alternate #2:
Office Phone: (b) (6), (b) (7)(C)
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street (b) (6), (b) (7)(C)
City
State/Province
Postal Code
Country United States

Additional Information

Carrier-Vessel Name: (b) (6), (b) (7)(C)
Badge Number:
GE Number: