

## IER Website Referral Resource List

- **Equal Employment Opportunity Commission (“EEOC”)**
  - The Equal Employment Opportunity Commission is an independent federal agency overseen by a five-member, bipartisan presidential appointed commission. The agency enforces federal employment laws which make it illegal to discriminate against applicants or employees on the bases of race, color, religion, sex, national origin, age, disability, or genetic information. Most employers are covered by EEOC laws, as are most labor unions and employment agencies.
  - **Contact information:** <https://www.eeoc.gov/>
    - Call: 1-800-669-4000 or 1-800-669-6820 (TTY)
    - Email: [info@eeoc.gov](mailto:info@eeoc.gov)
    - Outreach Program Coordinators:  
<https://www.eeoc.gov/eeoc/outreach/coordinators.cfm>
  
- **National Labor Relations Board (“NLRB”)**
  - The National Labor Relations Board is an independent federal agency that safeguards employees' rights to organize and to determine whether to have unions as their bargaining representative. The agency also remedies unfair labor practices committed by private sector employers and unions, and it conducts elections, facilitates settlements, decides cases, and enforces orders.
  - **Contact information:** <https://www.nlr.gov/>
    - Call: 1-866-667-NLRB (6572); 1-800-877-8339 (TTY)
  
- **Small Business Administration (“SBA”)**
  - The Small Business Administration assists and supports small businesses by delivering loans, loan guarantees, contracts, counseling sessions and other forms of assistance. SBA provides assistances primarily through four programmatic functions: Access to Capital (Business Financing), Entrepreneurial Development (Education, Information, Technical Assistance, and Training), Government Contracting (Federal Procurement), and Advocacy (Voice for Small Business).
  - **Contact information:** <https://www.sba.gov>
    - Call: SBA Answer Desk: 1-800-827-5722
    - Email: [answerdesk@sba.gov](mailto:answerdesk@sba.gov)
    - Address:  
U.S. Small Business Administration  
409 3rd St, SW  
Washington, DC 20416
  
- **Social Security Administration (“SSA”)**
  - The Social Security Administration administers retirement, disability, survivors, Supplemental Security Income (“SSI”), and other Social Security benefits through a national network of offices. It publishes guidance on proper use of the Social Security Number Verification Service (“SSNVS”), and its records are used in the E-Verify process.
  - **Contact information:** <https://www.ssa.gov/>
    - Call: 1-800-772-1213 or 1-800-325-0778 (TTY)

- **U.S. Department of Health and Human Services (“HHS”), Administration for Children and Families (“ACF”), Office of Refugee Resettlement (“ORR”)**
  - The Office of Refugee Resettlement assists refugees, asylees, victims of human trafficking, unaccompanied alien children, survivors of torture and other groups of people with critical resources to help them in becoming integrated members of American society.
  - **Contact Information:** <https://www.acf.hhs.gov/orr>
    - Call: 1-877-696-6775 or 202-401-9246
    - Address:
      - Office of Refugee Resettlement
      - Administration for Children and Families
      - U.S. Department of Health & Human Services
      - Mary E. Switzer Building
      - 330 C Street, SW
      - Washington, DC 20201
  
- **U.S. Department of Homeland Security (“DHS”), Customs and Border Protection (“CBP”) Information Center**
  - The U.S. Customs and Border Protection Info Center within the Department of Homeland Security handles complaints about experiences while clearing customs and immigration, including concerns about the inspection process, facilities, and penalties assessed.
  - **Contact information:** <https://help.cbp.gov>
    - Call: 1-877-227-5511
    - Call TTY: 1-866-880-6582 or 1-800-877-8339
    - Email Portal: <https://help.cbp.gov/app/ask>. For complaints: <https://help.cbp.gov/app/forms/complaint>
    - Address:
      - CBP INFO Center
      - U.S. Customs and Border Protection
      - 1300 Pennsylvania Avenue, NW., MS: 1345
      - Washington, DC 20229
  
- **U.S. Department of Homeland Security (“DHS”), Office for Civil Rights and Civil Liberties (“CRCL”)**
  - The Office for Civil Rights and Civil Liberties is responsible for ensuring that DHS preserves individual liberty, fairness, and equality while performing its national security duties by investigating and resolving civil rights and civil liberties complaints, along with advising DHS on civil rights and civil liberties policy concerns. The Office reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by employees and officials of the Department of Homeland Security.
  - **Contact information:** <https://www.dhs.gov/office-civil-rights-and-civil-liberties>
    - Call: 1-866-644-8360 or 202-401-1474
    - Call TTY: 1-866-644-8361 or 202-401-0470
    - E-mail: [crcl@dhs.gov](mailto:crcl@dhs.gov)
    - Address:
      - Department of Homeland Security
      - Office for Civil Rights and Civil Liberties
      - Building 410, Mail Stop #0190

Washington, DC 20528

- **U.S. Department of Homeland Security (“DHS”), Federal Emergency Management Agency (“FEMA”)**
  - The Federal Emergency Management Agency’s primary purpose is to coordinate the response to a disaster that has occurred in the United States and that overwhelms the resources of local and state authorities. FEMA handles complaints alleging discrimination in the application or distribution methods of FEMA funds, services, or benefits, whether by FEMA or by FEMA grantees.
  - **Contact information:** <https://www.fema.gov/>
    - Call: Disaster Assistance: 1-800-621-3362 or 202-646-3535
    - Call TTY: 1-800-462-7585
    - Address:  
FEMA  
500 C Street S.W.  
Washington, DC 20472
  
- **U.S. Department of Homeland Security (“DHS”), Immigration and Customs Enforcement (“ICE”)**
  - U.S. Immigration and Customs Enforcement is the principal investigative section of the U.S. Department of Homeland Security. Its primary mission is to promote homeland security and public safety through the criminal and civil enforcement of federal laws governing border control, customs, trade, and immigration, including the employer sanctions provisions of the INA prohibiting employment of unauthorized workers.
  - **Contact information:** <https://www.ice.gov/>
    - To report suspicious activity: visit [www.ice.gov/webform/hsi-tip-form](http://www.ice.gov/webform/hsi-tip-form)
    - Call: 1-866 347-2423 (U.S., Mexico and Canada)
    - Call TTY: 1-802-872-6196
  
- **U.S. Department of Homeland Security (“DHS”), Immigration and Customs Enforcement (“ICE”), Enforcement and Removal Operations (“ERO”)**
  - Enforcement and Removal Operations handles complaints and concerns about ICE policies, programs, and operations, including ICE civil enforcement priorities, immigration detention, or ICE actions involving U.S. citizens. There are ERO field offices located around the country and each office has a distinct area of responsibility.
  - **Contact Information:** <https://www.ice.gov/ero>
    - Call: 1-888-351-4024
    - Email: [ERO.INFO@ice.dhs.gov](mailto:ERO.INFO@ice.dhs.gov)
    - Address:  
Department of Homeland Security  
Enforcement and Removal Operation  
U.S. Immigration and Customs Enforcement  
2675 Prosperity Avenue 3<sup>rd</sup> Floor  
Fairfax, VA, 20598-5216

- **U.S Department of Homeland Security (“DHS”), Immigration and Customs Enforcement (“ICE”), Homeland Security Investigations (“HSI”)**
  - The ICE HSI directorate is responsible for investigating a wide range of domestic and international activities arising from the illegal movement of people and goods into, within, and out of the United States. HSI investigates immigration crime, human rights violations and human smuggling, smuggling of narcotics, weapons and other types of contraband, financial crime, cybercrime, and export enforcement issues. HSI field offices are located around the country.
  - **Contact Information:** <https://www.ice.gov/contact/hsi>
    - Call: 703-285-6700
    - Address:
      - SAC Washington, DC Office
      - 2675 Prosperity Ave
      - Fairfax, VA 22031
  
- **U.S. Department of Homeland Security (“DHS”), Joint Intake Center (“JIC”)**
  - As an alternative to reporting a complaint to the Office of Inspector General, complaints involving U.S. Immigration and Customs Enforcement or U.S. Customs and Border Protection employees can be sent to the Joint Intake Center. Allegations of misconduct received by the JIC are screened by the OIG and, when warranted, are returned to the JIC for appropriate action by the ICE Office of Professional Responsibility or the CBP Office of Internal Affairs.
    - Call: 1-877-246-8253
    - Email: [Joint.Intake@dhs.gov](mailto:Joint.Intake@dhs.gov)
    - Address:
      - Department of Homeland Security
      - Joint Intake Center
      - P.O. Box 14475
      - 1200 Pennsylvania Avenue, NW
      - Washington, DC 20004
  
- **U.S. Department of Homeland Security (“DHS”), National Protection and Programs Directorate Office of Compliance and Security (NPPD”)**
  - As an alternative to reporting complaints to the Office of Inspector General, allegations of serious misconduct involving National Protection and Programs Directorate employees or Federal Protective Service Protective (“FPS”) Security Officers.
  - **Contact information:** <https://www.dhs.gov/national-protection-and-programs-directorate>
    - Email: [NPPD.compliance@hq.dhs.gov](mailto:NPPD.compliance@hq.dhs.gov)
    - Contact telephone number: 703-872-7098
    - Address:
      - Office of Compliance and Security
      - National Protection and Programs Directorate
      - U.S. Department of Homeland Security
      - 5<sup>th</sup> Floor, Mail Stop 0662
      - 245 Murray Lane SW
      - Arlington, VA 20598

- **U. S. Department of Homeland Security (“DHS”) , Office of Inspector General (“OIG”)**
  - The DHS Office of Inspector General is the primary investigative agency of criminal and non-criminal misconduct by DHS employees and contractors, as well as theft or misuse of DHS funds, property, or programs. For misconduct by DHS employees, the DHS OIG investigates: (1) allegations of criminal misconduct by any DHS employee; (2) allegations of misconduct against employees at the GS-15, GM-15 level or higher, or against employees in any DHS offices for internal affairs, inspections, audits or Professional Responsibility, or the DHS Office of Security; (3) allegations of serious, non-criminal misconduct against DHS law enforcement officers; and (4) allegations of visa fraud by DHS employees working in the visa issuance process. The DHS OIG also reviews DHS programs and expenditures to identify mismanagement, fraud, waste, or abuse of DHS programs, funds, contracts, or grants, including fraud by contractors and grantees. The DHS OIG has the authority to investigate claims of civil rights abuses and whistle blower and retaliation matters within the Department.
  - **Contact information:** <https://www.oig.dhs.gov/>
    - Call: 1-800-323-8603
    - Call TTY: 1-844-889-4357
    - Address:
      - Department of Homeland Security
      - Attn: Office of Investigations – Hotline
      - 245 Murray Lane SW, Mail Stop 0305
      - Washington, DC 20528
  
- **U.S. Department of Homeland Security (“DHS”), U.S. Citizenship and Immigration Services (“USCIS”), General Customer Service**
  - The U.S. Citizenship and Immigration Services is the federal government agency that oversees lawful immigration to the United States, including processing immigration petitions and applications, asylum and refugee applications, naturalization petitions, and administering immigration services and benefits. Additionally, USCIS makes adjudicative decisions, issues employment authorization documents, and announces work authorization extensions.
  - **Contact information:** [www.uscis.gov](http://www.uscis.gov) or
    - Make an InfoPass appointment <http://www.infopass.uscis.gov>
    - Call: 1-800-375-5283
    - Call TTY: 1-800-767-1833
  
- **U.S. Department of Homeland Security (“DHS”), U.S. Citizenship and Immigration Services (“USCIS”) Ombudsman**
  - The Ombudsman helps individuals and employers resolve issues with U.S. Citizenship and Immigration Services (“USCIS”), including lost or delayed applications for immigration benefits. The Ombudsman also makes recommendations to fix systemic problems and improve the quality of services provided by USCIS; it is an independent, confidential, and impartial resource to contact after calling the USCIS National Customer Service Center. The website contains information about filing a request for assistance.
  - **Contact information:** [www.dhs.gov/cisombudsman](http://www.dhs.gov/cisombudsman)
    - Call: 1-855-882-8100 or 202-357-8100

- Email (for general or case inquiries): [cisombudsman@hq.dhs.gov](mailto:cisombudsman@hq.dhs.gov)
  - Address:
    - Office of the Citizenship and Immigration Services Ombudsman
    - Department of Homeland Security
    - Mail Stop 0180
    - Washington, D.C. 20528
  
- **U.S. Department of Homeland Security (“DHS”), U.S. Citizenship and Immigration Services (“USCIS”), Verification Division**
  - The USCIS Verification Division is responsible for overseeing the Systematic Alien Verification for Entitlements (“SAVE”) and E-Verify programs as well as for publishing the I-9 Form and accompanying guidance, and providing customer service to both employers and employees on issues regarding these programs. E-Verify is an Internet-based system that allows businesses to determine the eligibility of their employees to work in the United States. The SAVE Program is an inter-governmental initiative designed to aid benefit-granting agencies in determining an applicant’s immigration status, thereby ensuring that only entitled applicants receive federal, state, or local public benefits and licenses. The Verification Division has also established Self-Check to allow individuals to submit information about themselves to a confidential program to determine whether government databases can verify their employment eligibility.
  - **Contact Information:** <https://www.uscis.gov/e-verify> or <https://www.uscis.gov/i-9-central>
    - **E-Verify Customer Support**
      - **Employers** Call: 1-888-464-4218 or (TTY) 1-877-875-6028
        - Email: [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)
      - **Employees** Call: 1-888-897-7781 or (TYTY) 1-877-875-6028
        - Email: [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)
      - **E-Verify Employer Agents** Call: 1-888-464-4218 or (TTY) 1-877-875-6028
        - Email: [E-VerifyEmployerAgent@dhs.gov](mailto:E-VerifyEmployerAgent@dhs.gov)
    - **E-Verify Technical Support**
      - Call: 1-800-741-5023
    - **myE-verify and Self-Check:** <https://www.uscis.gov/mye-verify/self-check>
      - Call Self-Check Customer Support: 855-804-0296 or 1-877-875-6028 (TTY)
      - Email: [myEVerify@dhs.gov](mailto:myEVerify@dhs.gov) or [everifyselfcheck@dhs.gov](mailto:everifyselfcheck@dhs.gov)
    - **SAVE Program:** [www.uscis.gov/save](http://www.uscis.gov/save)
      - Call USCIS Verification Programs Contact Center : 1-877-469-2563
      - Email: [SAVE.HELP@uscis.dhs.gov](mailto:SAVE.HELP@uscis.dhs.gov)
  
- **U.S. Department of Homeland Security (“DHS”), Traveler Redress Inquiry Program (“TRIP”)**
  - The Department of Homeland Security Traveler Redress Inquiry Program is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs or crossing U.S. border. For complaints related to difficulties experienced during travel screening, such as potential terrorist watch list issues; denied or delayed entry into or departure from the U.S. at a port of entry or border crossing; or situations where you believe you have been unfairly or incorrectly delayed, denied boarding, or identified for additional screening.
  - **Contact information:** <https://www.dhs.gov/dhs-trip>

- Email: [trip@dhs.gov](mailto:trip@dhs.gov)
  - Address:
    - DHS Traveler Redress Inquiry Program (TRIP)
    - 601 South 12th Street, TSA-901
    - Arlington, VA 20598-6901
  
- **U.S. Department of Justice (“DOJ”), Executive Office for Immigration Review (“EOIR”) and Office of Chief Administrative Hearing Officer (“OCAHO”)**
  - The Executive Office for Immigration Review administers the nation's immigration court system. EOIR primarily decides whether foreign-born individuals, who are charged by the Department of Homeland Security with violating immigration law, should be ordered removed from the United States or should be granted relief or protection from removal and be permitted to remain in this country. The Office of the Chief Administrative Hearing Officer is one of the three components of EOIR; OCAHO’s Administrative Law Judges are responsible for hearing and adjudicating cases arising under particular immigration laws related to employment.
  - **Contact Information for EOIR:** [www.justice.gov/eoir/](http://www.justice.gov/eoir/)
    - Call (for case information): 1-800-898-7180 or 240-314-1500
    - Call (TTY): 1-800-828-1120
    - Address:
      - Office of Legislative and Public Affairs
      - 5107 Leesburg Pike, Suite 1902
      - Falls Church, VA 22041
  - **Contact Information for OCAHO:** [www.justice.gov/eoir/OcahoMain/ocahosibpage.htm](http://www.justice.gov/eoir/OcahoMain/ocahosibpage.htm)
    - Call: 703-305-0861
    - Address:
      - Executive Office for Immigration Review
      - Office of the Chief Administrative Hearing Officer
      - 5107 Leesburg Pike, Suite 2519
      - Falls Church, VA 22041
  
- **U.S. Department of Justice (“DOJ”), Human Rights Special Prosecutions Section (“HRSP”)**
  - The Human Rights Special Prosecutions Section is a component of the Criminal Division in the U.S. Department of Justice. Its primary mission is to promote justice by prosecuting human rights violators and other international criminals. HRSP works to ensure that human rights violators do not find safe haven in the United States and encourages persons who may know of anyone in the United States who may have been involved in perpetrating human rights violations abroad to contact HRSP.
  - **Contact information:** <https://www.justice.gov/criminal-hrsp/how-report-human-rights-violator>
    - Call: 1-800-813-5863 or 202-616-2492 to report suspected human rights violators
    - Email: [hrsptips@usdoj.gov](mailto:hrsptips@usdoj.gov).
    - Address:
      - Human Rights and Special Prosecutions Section (Tips)
      - Criminal Division, United States Department of Justice
      - 950 Pennsylvania Avenue, N.W.

Washington, DC 20530

- **U.S. Department of Labor (“DOL”), Office of Federal Contract Compliance Programs (“OFCCP”)**
  - The Office of Federal Contract Compliance Programs ensures affirmative action and equal employment opportunity for job seekers and wage earners as required for those employers and businesses who have contracts with the Federal government.
  - **Contact information:** [www.dol.gov/ofccp](http://www.dol.gov/ofccp)
    - Call: 1-800-397-6251
    - Call TTY: 1-877-889-5627
  
- **U.S. Department of Labor (“DOL”), Wage & Hour Division (“WHD”)**
  - The Wage and Hour Division enforces federal labor laws related to unfair wages, including minimum wage, overtime pay, recordkeeping, child labor and special employment, family and medical leave, migrant workers, lie detector tests, worker protections in certain temporary worker programs, and the prevailing wages for government service and construction contracts.
  - **Contact information:** [https://www.dol.gov/whd/contact\\_us.htm](https://www.dol.gov/whd/contact_us.htm)
    - Call: 1-866-4USWAGE (1-866-487-9243)
    - Call TTY: 1-877-889-5627
    - Email: Fill-in contact form found at <http://www.dol.gov/whd/contactform.asp>
  
- **U.S. Department of State (“DoS”), Directorate of Defense Trade Controls (“DDTC”)**
  - The Directorate of Defense Trade Controls oversees the export and temporary import of certain defense articles and defense services, including those covered by the International Traffic in Arms Regulations (“ITAR”). The DDTC Response Team handles the full range of defense trade inquiries from the public and the industry.
  - **Contact Information:** <http://www.pmdtdc.state.gov/>
    - Call (for general information): 202- 663-2980
    - Call Response Team: 202-663-1282
    - Email: [dtradehelpdesk@state.gov](mailto:dtradehelpdesk@state.gov)
    - Address:
      - U.S. Department of State
      - Directorate of Defense Trade Controls
      - Compliance & Registration Division
      - 2401 E Street NW, SA-1, Room H1200
      - Washington, DC 20522-0112
  
- **U.S. Transportation Security Administration (“TSA”)**
  - The Transportation Security Administration was created to strengthen the security of the nation’s transportation systems and ensure the freedom of movement for people and commerce. The TSA secures the nation’s airports and screens all commercial airline passengers and baggage.
  - **Contact information:** [www.tsa.gov](http://www.tsa.gov)
    - Email: <https://www.tsa.gov/contact/contact-forms>
    - Call: 1-866-289-9673

- **U.S. Transportation Security Administration (“TSA”), Office of Disability Policy and Outreach**
  - The Office of Disability Policy and Outreach handles complaints in which individuals believe they have been treated unfairly or discriminated against by TSA because of a disability or medical condition.
  - **Contact information:**
    - Email: [TSA-ContactCenter@tsa.dhs.gov](mailto:TSA-ContactCenter@tsa.dhs.gov) or [TSAClaimsOffice@tsa.dhs.gov](mailto:TSAClaimsOffice@tsa.dhs.gov)
    - Complaint Form: <https://www.tsa.gov/contact-center/form/complaints>
    - Call: 1-866-289-9673
  - The Office for Civil Rights and Liberties handles complaints in which individuals believe they have been treated unfairly or discriminated against by the TSA because of race, national origin, age, religion, gender, or sexual orientation.
  - **Contact information:** <https://www.tsa.gov/travel/passenger-support/civil-rights>
    - Call: 1-866-289-9673
    - TTY: 1-800-877-8339
    - Email: [TSA-CRL@tsa.dhs.gov](mailto:TSA-CRL@tsa.dhs.gov)
    - Address:
      - Transportation Security Administration
      - Office of Civil Rights and Liberties
      - 701 South 12<sup>th</sup> Street- Mail Stop TSA-33Arlington, VA 20598

Rev. 1/17