



**OIDO**

Office of the Immigration  
Detention Ombudsman

# NEED HELP?

**The Office of the Immigration Detention Ombudsman (OIDO) is an independent and neutral office—separate from ICE and CBP—that is committed to humane treatment and safe living conditions for all individuals in U.S. immigration custody and detention.**

If you experienced poor treatment or conditions while in immigration detention, OIDO would like to know. You can report any issues—such as abuse, inadequate food or medical treatment, or poor or unsafe living conditions. You can also ask OIDO about any other substandard conditions or suspected violations of policies or standards.



**PHYSICAL, MENTAL,  
OR EMOTIONAL ABUSE**



**INADEQUATE FOOD OR  
MEDICAL TREATMENT**



**POOR OR UNSAFE  
LIVING CONDITIONS**

Complaints filed with OIDO are confidential, and case managers will not reveal any information about your case without your consent. Talking to an OIDO case manager or filing a complaint will not affect your immigration case or detention status.

OIDO employs trained case managers, inspectors, and auditors who work to resolve complaints and improve conditions for all detainees.



**Visit  
[dhs.gov/OIDO](https://dhs.gov/OIDO)  
to submit a  
complaint form.  
Scan the code  
for instructions.**



OIDO is an independent office within  
the Department of Homeland Security.

[www.dhs.gov/OIDO](https://www.dhs.gov/OIDO)