



**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.**

You can report any issues—such as abuse, inadequate food or medical treatment, or poor or unsafe living conditions—to the OIDO case manager in your facility.



**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 case managers are experienced and trained professionals who understand immigration detention issues and facilities and are eager to help you.

**To file a complaint, ask to speak with the OIDO case manager in your facility.**

**If you are in custody or detention and have access to a tablet, sign up for an appointment under the “OIDO” tab in the “Requests” section. Your family, legal representative, or other advocate can also file for you at [dhs.gov/OIDO](https://www.dhs.gov/OIDO).**



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

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

English