



OIDO

Office of the Immigration
Detention Ombudsman

The Office of the Immigration Detention Ombudsman

**Chris Brundage,
Deputy Ombudsman (Acting)**

The Office of the Immigration Detention Ombudsman



MISSION

OIDO independently examines immigration detention to promote and support safe and humane conditions.

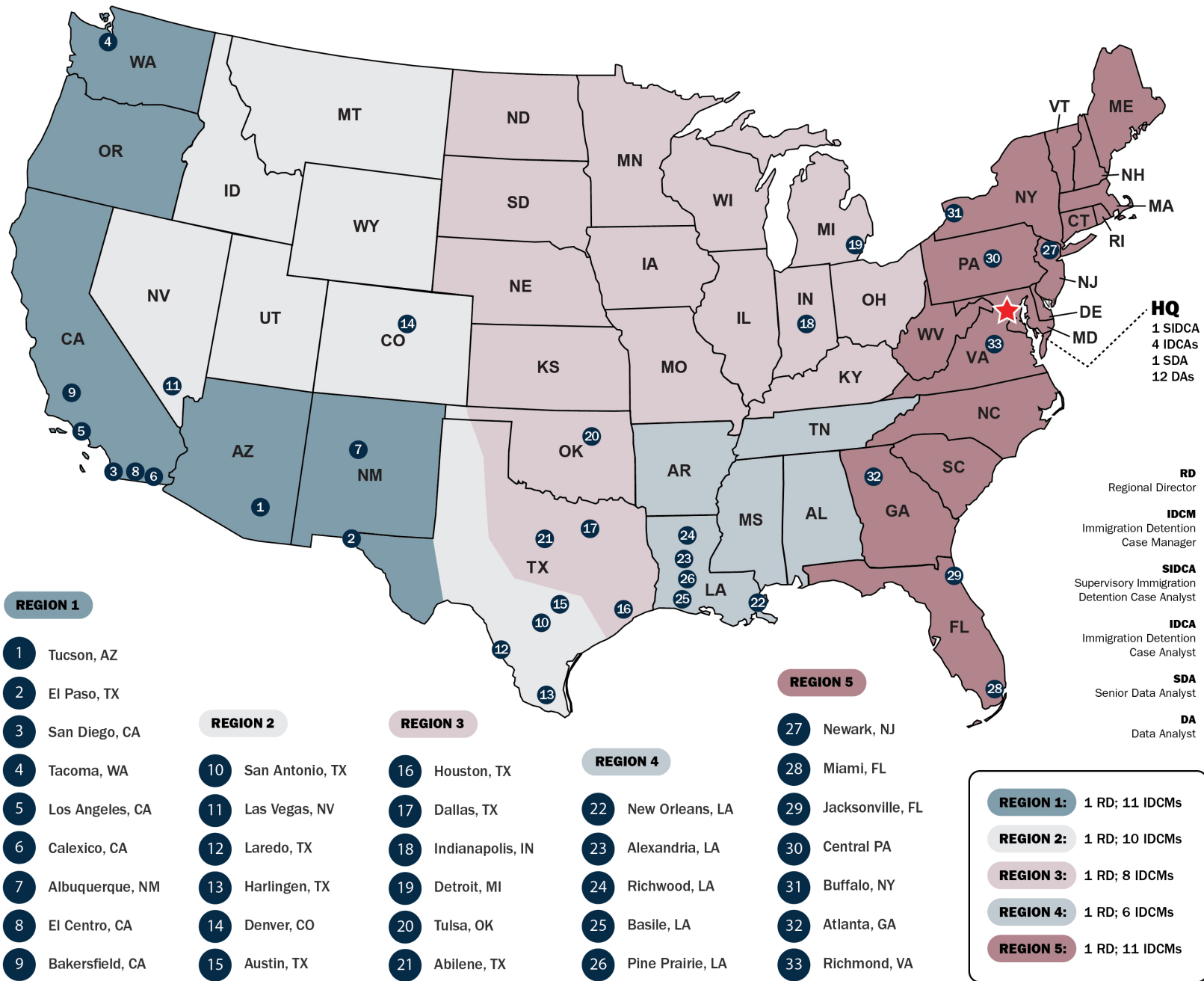
VISION

OIDO is recognized as an objective, credible resource for those impacted by immigration detention, creating a more effective and humane system.



OIDO will:

- assist individuals with complaints about the potential violation of immigration detention standards or misconduct by DHS (or contract) personnel;
- provide independent oversight of immigration detention facilities, including conducting announced and unannounced inspections, and reviewing contract terms for immigration detention facilities and services; and
- serve as an independent office to review and resolve problems stemming from the same.



- OIDO regularly visits 60+ facilities
- Both ICE and CBP
- Will assess complaints from anywhere someone is in DHS custody

OIDO Case Intake Form (DHS Form 405)

En español

Below, find the Office of the Immigration Detention Ombudsman (OIDO) Case Intake Form in multiple languages and other resources. To learn more about requesting case assistance, visit [OIDO's case assistance webpage](#).

*OIDO will accept the Case Intake Form (DHS Form 405) regardless of its expiration date.

Attachment	↕	Ext.	↕	Size	↕	Date	↕
Frequently Asked Questions OIDO Case Intake Form		PDF		170.95 KB		05/09/2022	
Case Intake Form DHS Form 405 English		PDF		154.19 KB		05/09/2022	
Case Intake Form DHS Form 405 Spanish		PDF		174.26 KB		05/09/2022	
Case Intake Form DHS Form 405 Portuguese		PDF		207.98 KB		05/09/2022	
Case Intake Form DHS Form 405 Haitian Creole		PDF		102.43 KB		07/15/2022	
Case Intake Form DHS Form 405 Russian		PDF		188.79 KB		07/15/2022	
Case Intake Form DHS Form 405 Turkish		PDF		139.94 KB		11/16/2022	
Case Intake Form DHS Form 405 Arabic		PDF		222.97 KB		11/16/2022	
Case Intake Form DHS Form 405 Romanian		PDF		152.21 KB		11/16/2022	

CASE INTAKE FORM

The Office of the Immigration Detention Ombudsman (OIDO) reviews cases submitted by, or on behalf of, individuals affected by misconduct, excessive force, or violations of law, rights, policy, or standards in immigration detention settings by the U.S. Department of Homeland Security (DHS). Please note that OIDO cannot provide legal advice. It is an independent office within DHS and is not part of U.S. Immigration and Customs Enforcement (ICE) or U.S. Customs and Border Protection (CBP).

PURPOSE OF THIS FORM

To receive assistance regarding an incident that occurred while in immigration detention, please submit this form. OIDO will examine the case and, upon verification, seek to resolve the matter or provide redress as appropriate.

The incident for which this form is being submitted must be related to an allegation of:

- Misconduct,
- Excessive force,
- Violation of an individual detainee's rights, and/or
- Violations of law, standards of professional conduct, contract terms, or policy related to immigration detention.

OIDO does not review or adjudicate requests to reconsider the determination to detain an individual, the reasons for such immigration detention, the denial of a request for release from immigration detention (including parole), or the standards for considering requests for release.

AND

The alleged misconduct or violation(s) must have been committed by:

- DHS (CBP or ICE) officers or employees, including,
 - Contracted, subcontracted, or cooperating personnel or
 - A contract service provider.

If your situation does not meet these criteria, or to view a list of other DHS avenues for providing feedback or filing a complaint, visit <https://www.dhs.gov/how-do-i-provide-feedback-dhs>.

WHO SHOULD SUBMIT THIS FORM?

- A current or former detainee who is seeking assistance regarding an incident that occurred, or is occurring, while in DHS custody.
- An individual submitting this form on behalf of a current or former detainee, as his or her representative, to whom an incident occurred, or is occurring, while in DHS custody. This may include a family member or an attorney/accredited representative.
- An individual submitting the form anonymously.

DHS employees who wish to file complaints related to allegations of misconduct should do so with the DHS Office of Inspector General (OIG) and/or the DHS Office of Special Counsel. If a DHS employee submits an allegation to OIDO, the matter will be referred to OIG. DHS employees are reminded that it is unlawful for agencies to take, or threaten to take, a personnel action against an employee because she/he disclosed wrongdoing. DHS employees may contact the DHS Whistleblower Protection Coordinator at Whistleblowerprotectioncoordinator@oig.dhs.gov for questions regarding protected disclosures or information regarding rights and remedies of whistleblowers.

GENERAL INSTRUCTIONS FOR THIS FORM

- Type or print legibly in black or blue ink.
- If extra space is needed, you may attach additional pages to this form.
- For questions that do not apply, please write "N/A."
- Please attach **copies** of any documents or information that will help OIDO review the case. **Do not send original documents.**
- This form is not required to submit a case to OIDO, and it is not required that all fields be completed. However, a properly completed form ensures that OIDO receives the necessary information to assist with a case. If you do not use the form, or do not complete all fields, you may experience a delay in the processing of your case.
- There is no fee for submitting a request to OIDO.

Introducing myOIDO

Online filing for complaints related to:

Baker County Sheriff's Office

Central Louisiana ICE Processing Center

Eloy Federal Contract Facility

Florence Service Processing Center

Krome North Service Processing Center

Montgomery ICE Processing Center

Otay Mesa Detention Center

South Louisiana Detention Center

Stewart Detention Center

Webb County Detention Center

DHS Form 405, Case Intake Form

OMB Control No. 1601-0030
Expiration Date: 4/30/25

If you or someone you know has or had a problem while in immigration detention, the Office of the Immigration Detention Ombudsman (OIDO) can help. OIDO is independent from Immigration and Customs Enforcement (ICE) and Customs and Border Protection (CBP), and anyone can submit a complaint through the OIDO Case Intake Form to be reviewed and handled by an OIDO Case Manager. Directions for completing the form can be found below.

OIDO cannot assist with matters related to a detainee's case status or release.

The Office of the Immigration Detention Ombudsman (OIDO) reviews cases submitted by, or on behalf of, individuals affected by misconduct, excessive force, or violations of law, rights, policy, or standards in immigration detention settings by the U.S. Department of Homeland Security (DHS). It is an independent office within DHS and is not part of U.S. Immigration and Customs Enforcement (ICE) or U.S. Customs and Border Protection (CBP). Please note that OIDO cannot provide legal advice.

Purpose of This Form

To receive assistance regarding a concern related to conditions of immigration detention or an incident that occurred while in immigration detention, please submit this form. OIDO will examine your submission and, upon verification, seek to resolve the matter and provide assistance or redress as appropriate.

The incident for which this form is being submitted must be related to an allegation of:

- Misconduct,
- Excessive force,
- Violation of an individual detainee's rights, and/or
- Violations of law, standards of professional conduct, contract terms, or policy related to conditions of immigration detention.

And

The alleged misconduct or violation(s) must have been committed by:

- DHS (CBP or ICE) officers or employees, including contracted, subcontracted, or cooperating personnel or a contract service provider.

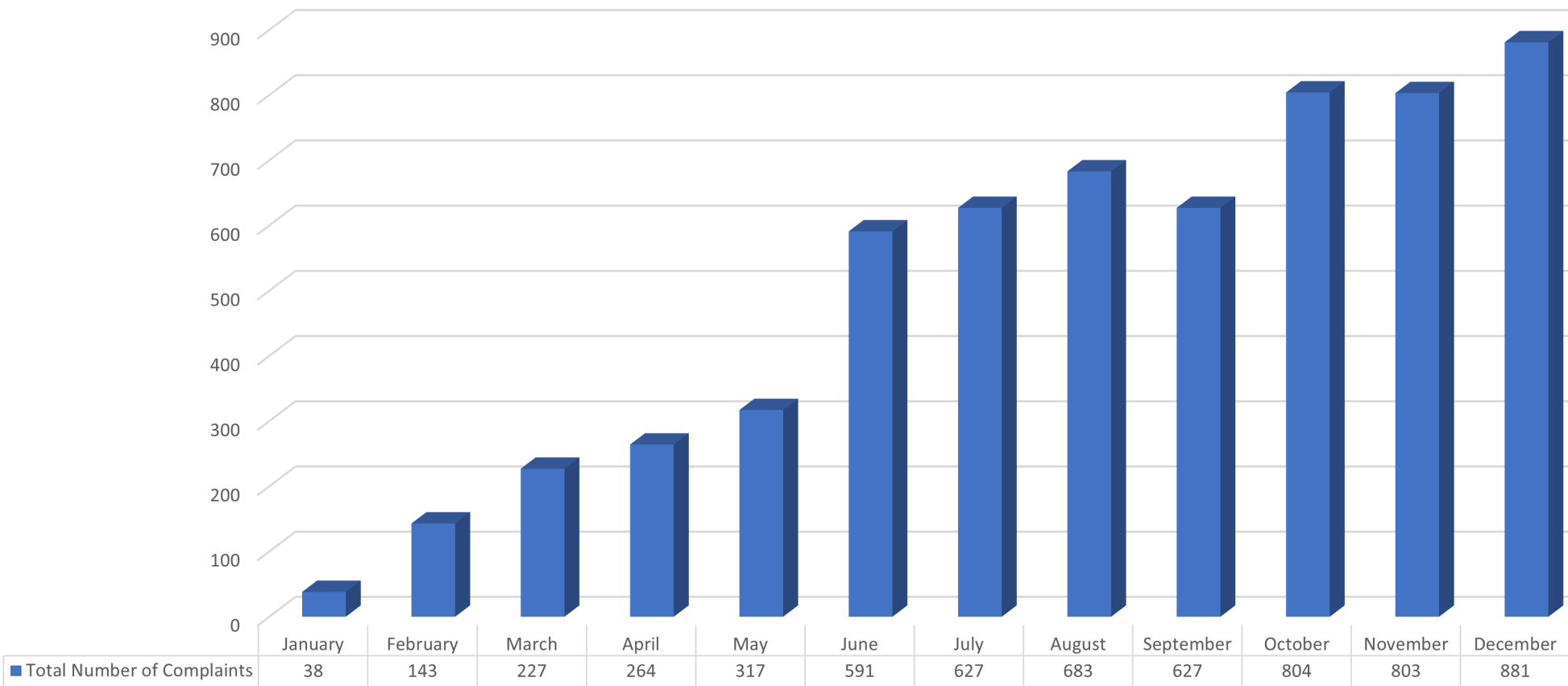
OIDO does not review or adjudicate requests to reconsider the determination to detain an individual, the reasons for such immigration detention, the denial of a request for release from immigration detention (including parole or bond), or the standards for considering requests for release.

myOIDO is an
electronic version of
the DHS Form 405.
The form can still be
used to submit via
postal mail or email.



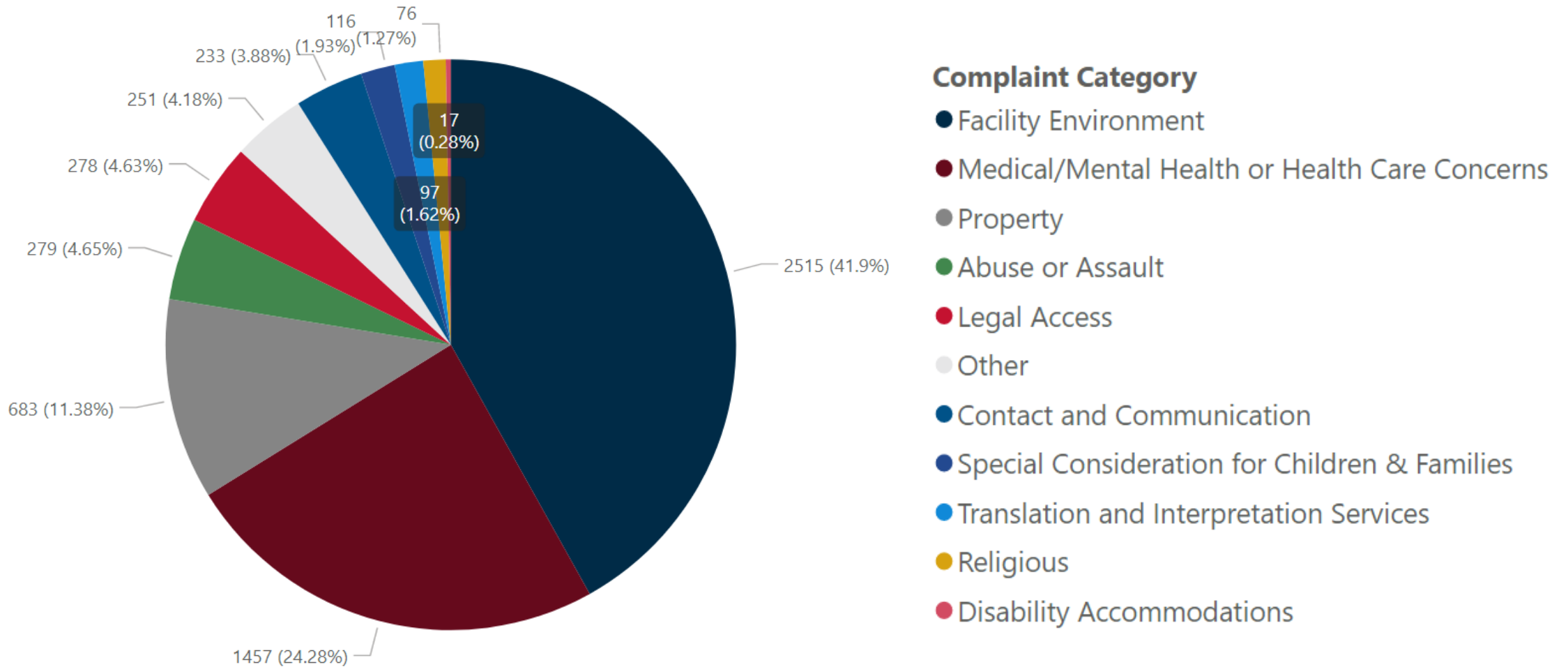
Case Management in Action

2022 Total Number of Complaints Created



Complaint Categories – Nationally

Complaints by Complaint Category





Inspections

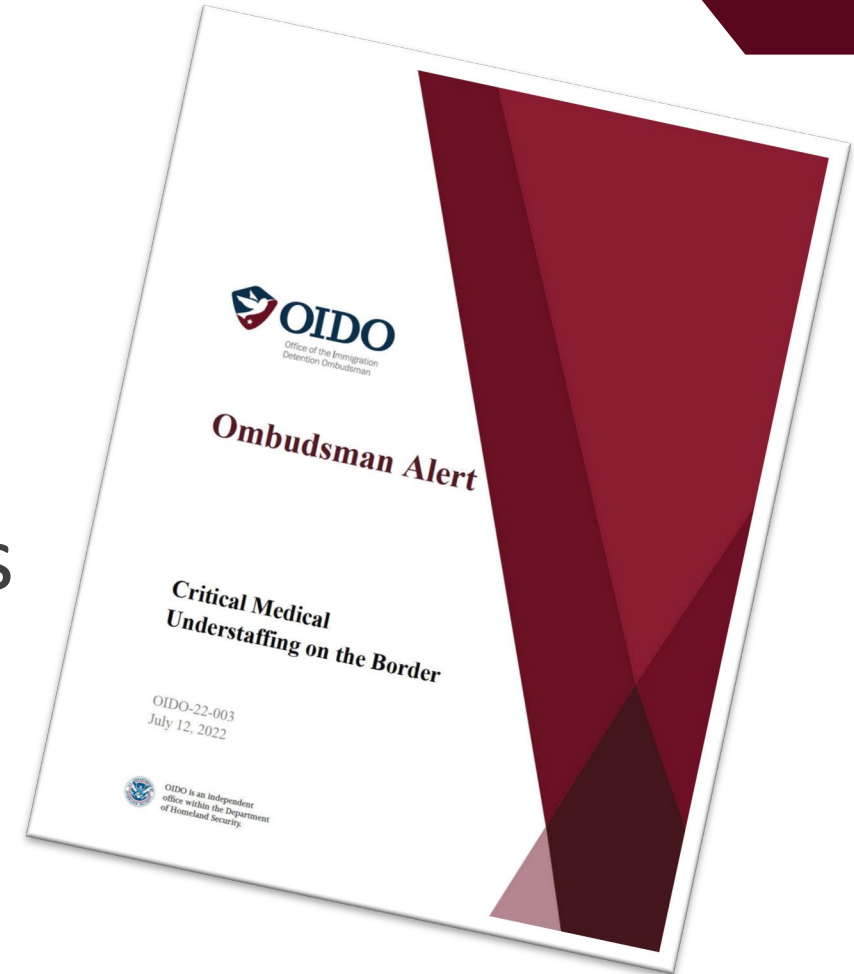
- Individual site inspections, announced and unannounced
- Contract Audits





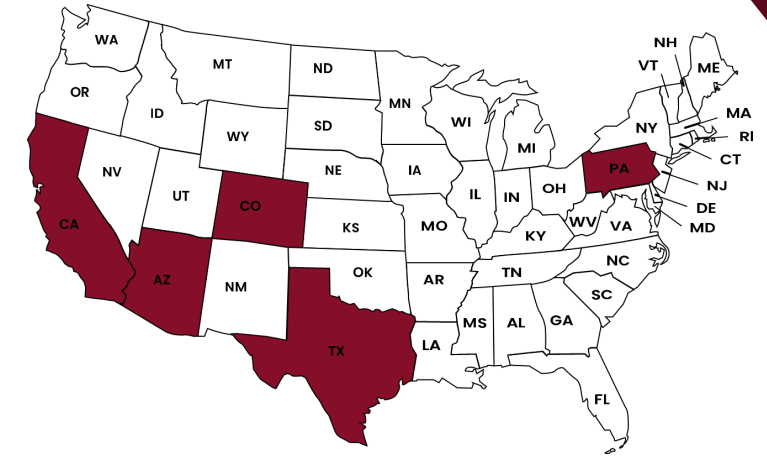
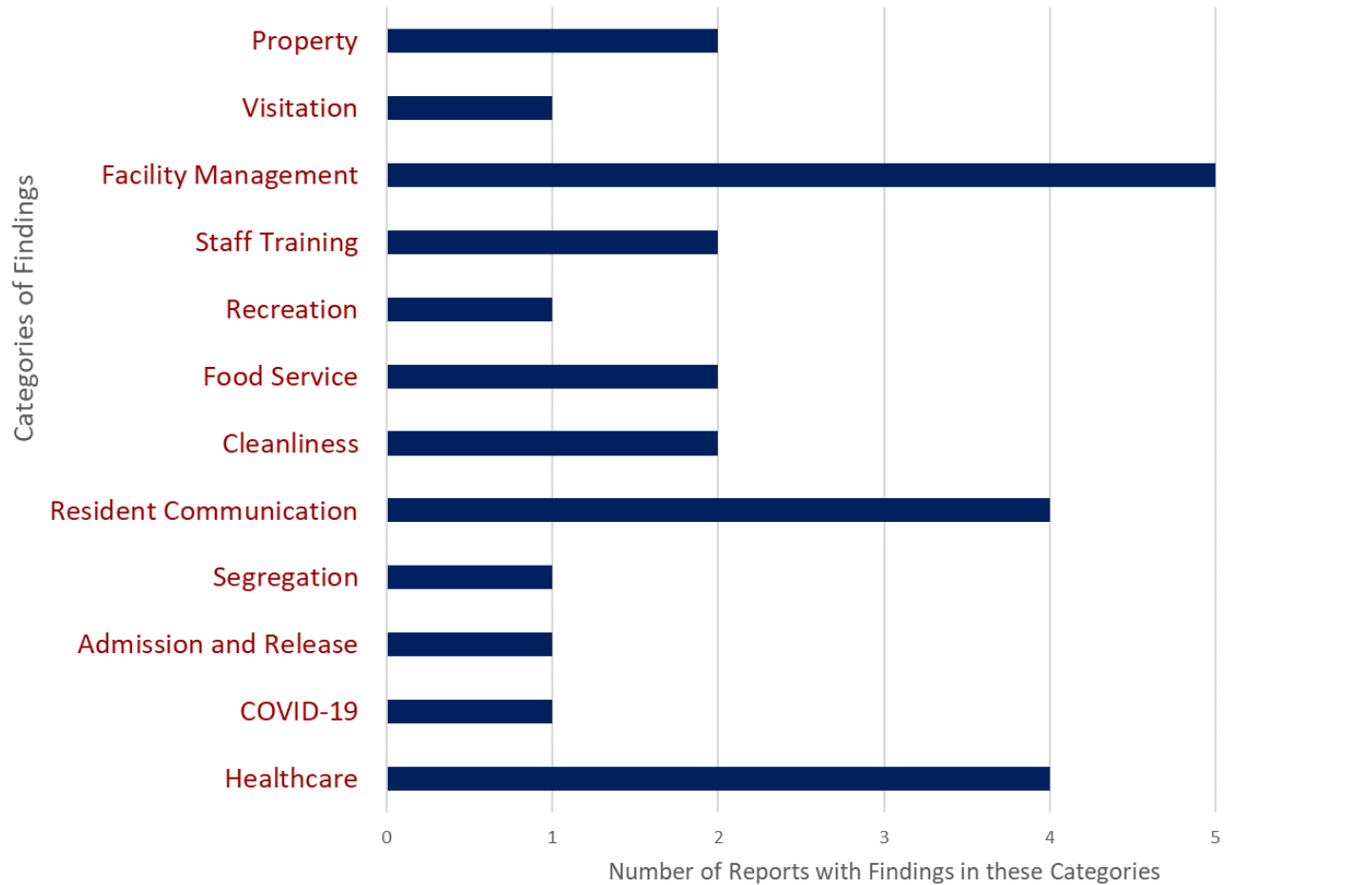
Medical Team

- Medical team with MD, RN, psychiatric specialist, doctor of pharmacy
- Able to liaise with community providers
- Reviewing licenses, medical practices



Observations, Inspections, Outcomes

Findings in OIDO Inspection Reports



- OIDO has published 8 inspection reports and one Ombudsman Alert
- The reports cover facilities in Arizona, California, Colorado, Pennsylvania, and Texas

Inspection Reports



Office of the Immigration Detention Ombudsman (OIDO) Publications

Below are all OIDO publications, including annual reports, inspection reports, and newsletters. Click on an option below to view and download the publications.

[Close all](#) [Open all](#)

Inspection Reports	Annual Reports to Congress	Case Intake Form	Quarterly Newsletter
Other Publications			
One-Pagers, Posters, and Wallet Cards			
English	Spanish	Arabic	Bengali
Chinese	Farsi	French	Haitian Creole
Hindi	Italian	Japanese	Portuguese
Punjabi	Romanian	Russian	Somali
Turkish	Ukrainian	Vietnamese	

<https://www.dhs.gov/oido-publications>

OIDO Branding



OIDO

Office of the Immigration
Detention Ombudsman



OIDO

Oficina del Defensor de
Inmigrantes Detenidos



OIDO

Office of the Immigration
Detention Ombudsman



OIDO

Office of the Immigration
Detention Ombudsman



OIDO

Office of the Immigration
Detention Ombudsman



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

OIDO Branding



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Detention Ombudsman



OIDO is an independent office within
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NECESITA AYUDA?

Oficina del Defensor de Inmigrantes Detenidos es una oficina independiente y neutral—separada de ICE y CBP—que está comprometida con el trato humano y las condiciones seguras para todas las personas bajo custodia o detención de migración de los EE. UU.

Puede reportar cualquier problema, como abuso, alimentación o condiciones de vida deficientes o inseguras, al administrador de su caso.



ABUSO FÍSICO, MENTAL O EMOCIONAL



ALIMENTACIÓN O TRATAMIENTO MÉDICO INADECUADOS



LAM DUNG THE CHU THANH HOAC CAM

ÈSKE W?

Biwo Ombudsman Detansyon Imigrasyon an (OIDO) se yon biwo endepandan epi ki san patipri—ki separe ak ICE ak CBP—ki angaje yo nan bonjan fason pou yo trete moun ak kondisyon lavi an sekirite pou tout moun ki nan gadavou ak detansyon nan imigrasyon Etazini.

Ou ka rapòte nenpòt pwoblèm—tankou abi, manje/oswa tretman medikal ki pa adekwa, oswa kondisyon lavi mizerab/oswa ki pa ansekirite—bay responsab ka OIDO nan etablisman w la.



ABI FIZIK, MANTAL, OSWA EMOSYONAL



MANJE OSWA TRETMAN MEDIKAL KI PA ADEKWA



KONDISYON LAVI MIZERAB OSWA KI PA ANSEKIRITE

Plent yo depoze nan OIDO yo konfidansyèl, epi responsab ka yo pa devwale okenn enfòmasyon sou ka w la san konsantman w. Pale ak yon responsab ka OIDO oswa depoze yon plent pa pral afekte ka imigrasyon ou oswa estati detansyon ou.

Manadjè dosye OIDO yo se pwofesyonèl ki gen eksperyans pou w. Epi, si ou bezwen, yo pral ede ou.

Pou pote yon plent, mande pou w pale ak responsab ka OIDO nan etablisman w la. Fanmi w, reprezantan legal, oswa lòt defansè kapab tou depoze pou ou nan

Văn Phòng Thanh Tra Detention Ombudsman với ICE và CBP—cá cho tất cả những ai ở

Quý vị có thể báo cáo hoặc điều kiện sống tệ

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. 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

divulgará nenhuma informação sobre o seu caso sem o seu consentimento. A consulta a

Para registrar uma reclamação, consulte um gerente de caso

ЧИ ВАМ ПОТРІБНА ДОПОМОГА?

Управління омбудсмена з питань тримання іммігрантів під вартою (OIDO)—це незалежна і нейтральна установа, відокремлена від Раціональної та митної служби США (ICE) і Митної та прикордонної служби США (CBP), яка прагне забезпечувати гуманне поводження і безпечні умови перебування всіх осіб, які взяті під варту та перебувають

您需要帮助吗?

移民拘留監察專員辦公室 (OIDO) 是一個獨立和中立的機構，獨立於ICE和CBP，致力於為所有被美國移民拘留和關押的人員提供人道待遇和安全的生​​活條件。

您可以向您所在機構的OIDO個案經理報告任何問題，例如虐待、食物或醫療條件、惡劣或不安全的生活條件。



身體、精神或情緒上的虐待



不足的食物或醫療條件



惡劣或不安全的生活條件

向OIDO提出的投訴是保密的，未經您的同意，個案經理不會透露有關您案件的任何信息。與OIDO的個案經理交談或提出投訴，不會影響您的移民案件或拘留狀態。

要提出投訴，請要求與您所在機構的OIDO個案經理交談。您的家人、法律代表或其他代理人



OIDO

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Post-Title 42

- OIDO has surged staff to the border; will be present in all 9 sectors
- At Border Patrol locations, Ports of Entry, and will also continue regular work at ICE facilities
- Treatment of unaccompanied children and families will be one focus of observation, along with overcrowding and hygiene, food/water, legal access, and personal property
- OIDO will be in regular contact with legal and social service providers
- Please contact us to share observations or concerns

Contact Us



OIDO

Office of the Immigration
Detention Ombudsman

OIDO_Outreach@hq.dhs.gov

DHS.gov/OIDO

myOIDO.dhs.gov