

## Department of Homeland Security (DHS) Office for Civil Rights and Civil Liberties

## Civil Rights Complaint Flowchart

The Office for Civil Rights and Civil Liberties (CRCL) receives an allegation of wrongdoing from an individual, organization, DHS Component, DHS TRIP, or other government agency and determines whether or not the allegation involves DHS personnel, programs, or activities. **Allegation involves DHS** Allegation does not involve DHS Allegation may involve DHS Does it involve civil rights or civil Complainant notified. CRCL requests more information. liberties, and is a complaint Referred to external federal agency, Does allegation now involve DHS? investigation warranted? if appropriate. Yes No Complaint opened by CRCL Complainant notified. Referred to and sent to Office of Inspector General DHS Component, if appropriate. for review. Acknowledgement letter Matter logged in CRCL database. sent to complainant. Office of Inspector General (OIG) OIG retains complaint, Will OIG retain and investigate Retain conducts investigation, and or return to CRCL? issues Report of Investigation. Depending on the circumstances, CRCL Return may conduct its own investigation, if necessary. Data request Investigative interviews to Component **CRCL CRCL** CRCL prepares internal Will CRCL retain or refer?<sup>1</sup> investigative plan. Retention conducts Retainmemo sent to Component. investigation Complainant notified. Refer Request Site visits if necessary, additional with subject matter information if experts if appropriate **DHS Component** necessary Complaint investigated by Component with CRCL guidance. **CRCL** issues close letter CRCL may work with to complainant. Component on joint **Draft Final Report** investigation. and Recommendations Component issues Report of sent to Component for Investigation. If a problem review and comment. **CRCL** issues CRCL may request additional is identified Final Report information until satisfied. to Component and makes recommendations if appropriate. Component drafts an action

plan based on CRCL recommendations.<sup>2</sup> CRCL monitors implementation.

Urgent complaints and other appropriate complaints are handled using less formal channels of investigation (a "short form" complaint process) to expedite processing.

<sup>&</sup>lt;sup>2</sup> If Component does not concur with CRCL recommendations, the matter will be resolved by a Departmental resolution process.