

## **U.S. Government Ombudsman or Business Assistance Offices**

### **Department of Homeland Security – Citizenship and Immigration Services Ombudsman:**

Phone: 1-800-375-5283 (TTY 1-800-767-1833) (DHS National Customer Service Center)

E-mail: [cisombudsman@dhs.gov](mailto:cisombudsman@dhs.gov)

- Contact the CIS Ombudsman for assistance on resolving individual and employer problems with USCIS using [DHS Form 7001](#) after taking [these steps](#), or through participation in the Community Call-In [Teleconference Series](#).

### **DHS – Customs and Border Protection Q&A Database:**

Phone: 703-526-4200 or 1-877-CBP-5511 (227-5511)

E-mail: Search the [database](#) and submit a [comment](#).

- For questions regarding importing, exporting or the status of your shipment, please contact the [local service port](#) or research it using the Q&A database.

### **DHS Traveler Redress Inquiry Program (DHS TRIP):**

Phone: N/A

E-mail: [trip@dhs.gov](mailto:trip@dhs.gov) or [file a complaint](#) online

- After you determine [whether you should use this service](#), complete the [inquiry form](#) and contact DHS TRIP to seek resolution regarding difficulties experienced during travel screening at transportation hubs – like airports and train stations – or crossing U.S. borders, including denied or delayed airline boarding, denied or delayed entry into and exit from the U.S. at a port of entry or border checkpoint, or continuously referred to additional (secondary) screening.

### **Department of Defense – Defense Procurement and Acquisition Policy Ombudsman:**

Phone: 703-697-0895

E-mail: [susan.hildner@osd.mil](mailto:susan.hildner@osd.mil)

- Contact the DOD Ombudsman if your company has difficulty fully understanding contracting rules and regulations or thinks it was unfairly excluded from defense procurement.

### **Department of Interior – Office of Insular Affairs Ombudsman:**

Phone: 670-322-8030

E-mail: [ombudsman@federalombudsman.com](mailto:ombudsman@federalombudsman.com)

- Contact the DOI Federal Ombudsman's Office if you are/represent one of the Commonwealth of the Northern Mariana Islands' 30,000 plus nonresident workers for assistance with labor and immigration complaints.

### **Department of State – Directorate of Defense Trade Controls Response Team:**

Phone: (202) 663-1282

E-mail: [DDTCResponseTeam@state.gov](mailto:DDTCResponseTeam@state.gov)

- Contact the Response Team to get assistance answering basic process and status questions on defense trade issues and identifying next steps for exporters requiring answers to more complex questions involving issues substantively handled by DDTC's licensing and compliance officers.

### **Department of State – Business Visa Center**

Phone: (202) 663 3198 (Please contact a local Embassy or Consulate for requests to expedite interview appointments or visa application processing.)

E-mail: [businessvisa@state.gov](mailto:businessvisa@state.gov)

- After reviewing the Business Visa Center (BVC) [FAQ](#) to determine whether the BVC can assist with your visa question, contact the BVC for information about the application process for B-1 visitor visa travel to the U.S., explanation of the visa process when U.S. companies invite employees or current and prospective business clients and partners to the U.S., or assistance to U.S. conference and meeting organizers that expect a large number of foreign visitors to the U.S.

#### **Environmental Protection Agency – Small Business Ombudsman:**

Phone: 1-800-368-5888 or (202) 566-2855 (in DC)

E-mail: Contact your local [State Small Business Ombudsman](#)

- After consulting the [FAQ](#), Contact the EPA Small Business Ombudsman (SBO) to request information on EPA policy and assistance on small business needs and concerns, including regulatory and technical assistance information, informational and technical literature, and guidance on the development of national policies and regulations that impact small businesses.

#### **Federal Deposit Insurance Corporation Ombudsman:**

Phone: 1-877-ASK-FDIC (275-3342)

E-mail: [ombudsman@fdic.gov](mailto:ombudsman@fdic.gov)

- Contact the FDIC Ombudsman for assistance identifying relevant authority and resources, providing informal mediation services, and answering questions or concerns related to supervisory appeals, inquiries on FDIC policies and procedures, complaints regarding FDIC operations, employees, and contractors, and referrals to FDIC subject matter experts.

#### **Federal Drug Administration Ombudsman:**

Phone: 301-827-3390

E-mail: [ombuds@oc.fda.gov](mailto:ombuds@oc.fda.gov)

- Contact the FDA Ombudsman for assistance in resolving problems with the FDA regulatory process or with the application of FDA policies or procedures.

#### **Small Business Administration Ombudsman:**

Phone: 1-888-REG-FAIR (734-3247)

E-mail: [ombudsman@sba.gov](mailto:ombudsman@sba.gov)

- If you are a [small business concern](#), contact the SBA National Ombudsman using the [comment form](#) to file a complaint about excessive or unfair federal regulatory enforcement actions, such as repetitive audits or investigations, excessive fines, penalties, threats, retaliation or other unfair enforcement by a federal agency.

#### **Transportation Security Administration Blog**

- This blog is sponsored by the Transportation Security Administration to facilitate an ongoing dialogue on innovations in security, technology and the checkpoint screening process.

Please [contact us](#) if you experience difficulty with any of the links or contact information on this page.