

Office of the Citizenship and Immigration Services Ombudsman

How to Request Case Assistance from the Ombudsman: Scope of Assistance Provided

Helping Individuals and Employers Resolve Problems with USCIS

Before asking the Ombudsman for help with an application or petition, try to resolve the issue with USCIS by:

- Submitting a request through your *myUSCIS* account;
- Submitting an e-Request with USCIS online at <https://egov.uscis.gov/e-Request>; or
- Contacting USCIS for assistance at **1-800-375-5283**.



Request Assistance

If you are unable to resolve your issue with USCIS, you may request assistance from the Ombudsman. Certain types of requests involving refugees, asylees, victims of violence, trafficking, and other crimes must be submitted with a handwritten signature for consent purposes. This can be done using Option 1 to the right and uploading a signed Form DHS-7001 to the online request for case assistance.



Homeland
Security