

Transportation
Security
Administration

For Travelers: Filing a Complaint

Office of Civil Rights and Liberties

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The purpose of this form is to assist you in filing a civil rights/civil liberties complaint with the Transportation Security Administration (TSA) Office of Civil Rights and Liberties (OCRL), Ombudsman and Traveler Engagement Multicultural Division regarding TSA programs and activities. This form is not intended to be used for complaints about employment with TSA. You are not required to use this form to file a complaint; a letter/email with the same information is sufficient. However, if you file a complaint by letter/email, you should include the same information that is requested in the form. You may submit your information by email to: TSAExternalCompliance@dhs.gov

The Complaint Process

Travelers who believe they have been treated differently or unlawfully discriminated¹ against by a Transportation Security Administration employee may file a civil rights² or civil liberties³ complaint with TSA's Ombudsman and Traveler Engagement Multicultural Division.

¹Discrimination includes treating someone differently or less favorably because of a person's protected status, such as race, national origin, age, religion, gender, disability, sexual orientation, parental status, or retaliation as compared to someone else under similar circumstances.

²A Civil Rights complaint concerns a perceived infringement of the Constitutional rights to due process and equal protection under the law based on race, color, national origin, gender, gender identity, sexual orientation, religion, disability, parental status, or retaliation.

³A Civil Liberties complaint concerns a perceived infringement on the Constitutional freedoms of speech, religion, and assembly.

What is the Complaint Process?

A Specialist will be assigned to handle your complaint and will send you an acknowledgement of receipt of your concern.

The Specialist's responsibility is to attempt to resolve your concern. The Specialist may conduct a fact-finding inquiry into the complaint.

If a fact-finding inquiry is conducted, the Specialist will review the available facts and will recommend findings as to whether or not the incident complained of constituted unlawful discrimination, harassment, retaliation.

Based on the findings, the Specialist may also recommend measures be put in place, such as conducting additional training to resolve the concern.

The findings and recommendations will be reviewed and approved by management. A final response letter will be sent, which will outline the findings and recommendations if any. The time frame for resolving a matter is 90 days from receipt.

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