

From: Melissa Crow <MCrow@immcouncil.org>
Sent: Wednesday, October 21, 2015 10:30 AM
To: Mary Kenney
Cc: Catalina Restrepo; Beth Werlin
Subject: FW: CBP-IA-2016-000254 - Status letter
Attachments: CBP-IA-2016-000254 - Status letter.pdf; CBP-2016-000254 list of links.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Melissa Crow, Legal Director
American Immigration Council
(202) 507-7523

From: CBPFOIA@cbp.dhs.gov [<mailto:CBPFOIA@cbp.dhs.gov>]
Sent: Wednesday, October 21, 2015 10:09 AM
To: Melissa Crow
Subject: CBP-IA-2016-000254 - Status letter

10/21/2015

Melissa Crow

1331 G Street NW Suite 200 Washington DC 20005

Dear Melissa Crow

This letter is to confirm that your FOIA request has been received by CBP and will be processed in the order it was received.

In partial response to your request for records used by any CBP component or department that in any way provides information to the public about the process of filing a complaint against CBP we have attached a list of links. The first four links were obtained by using Google with the search terms "file complaint with CBP." The final link leads to other links on CBP.gov. It was obtained with the search term "complaint" being used in the search section of CBP.gov.

Pertaining to the rest of your request, once responsive records are available, you will be notified electronically by CBP FOIA that records are available to view via your FOIAonline account. If you already have a FOIAonline account, you can view or print responsive records from your account. If you do not already have a FOIAonline account, please create one by taking the following steps:

- Simply go to your search engine (i.e., google, etc.) and type FOIAonline, then hit enter, that will take you to the FOIAonline site.

- From there, press the green button on the right “Create an Account” and follow the prompts to create a FOIAonline account.
- Make sure when creating your account you use the same email address that you provided when submitting your original FOIA request – that way the email addresses in your original FOIA request can be synched with the FOIAonline account you create.

Submitting a FOIA request online is the preferred method (vs. postal mail) for many reasons:

- You immediately receive a unique FOIA tracking number and acknowledgment that your FOIA request was received by CBP.
- You can track your FOIA request any day/any time through your FOIAonline account.
- When responsive records become available, you receive an email letting you know records can be viewed via your FOIAonline account,
- You can view all of your historical FOIA requests via the “dashboard” in your FOIAonline account.

In the future, please use your FOIAonline account to submit future FOIA requests to CBP. Please note that all FOIA requests for official travel records on an individual must include 1) the subject’s name, 2) the subject’s date of birth, and 3) third party consent. If this information is not provided with the original FOIA request, it will be considered “insufficient”, and will not be processed.

Finally, the CBP FOIA office has a significant backlog of FOIA requests. The expected response time for a FOIA request for travel documents is 9 – 12 months. If you do not receive a response to your FOIA request within 20 business days, please do not resubmit the same FOIA request as it creates further delays. We are working very hard to clear the FOIA backlog and we thank you in advance for your cooperation.

CBP FOIA Division