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Ombudsman Survey on USCIS' Case Inquiry Process

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Office of the Citizenship and Immigration Services Ombudsman Survey on USCIS' Case Inquiry Process

Dear Stakeholder,

As many of you know, in 2018, USCIS phased out the option of self-scheduled InfoPass appointments at local field offices. In ending the self-scheduling option, USCIS directed the public to its website for information and the use of available online tools. Alternatively, individuals could initiate case-specific immigration inquiries by calling the USCIS Contact Center.

The Ombudsman's Office is currently reviewing how these changes have impacted the agency's ability to timely deliver immigration benefits, and how they have worked for you. Please take a few moments to complete this brief survey by clicking on the link below. Thank you!

Survey on USCIS' Case Inquiry Process

Wait There's More...

Find out the many ways on how the Citizenship and Immigration Services Ombudsman Works for you.

Ombudsman Annual Reports: By statute, the Office of the Citizenship and Immigration Services Ombudsman submits an Annual Report to Congress by June 30 of each year. The Ombudsman's Annual Report must provide a summary of the most pervasive and serious problems encountered by individuals and employers applying for immigration benefits with U.S. Citizenship and Immigration Services (USCIS). The Annual Report also reviews past recommendations to improve USCIS programs and services. [Click here](#) to view current and past Annual Reports .

Asking the Ombudsman for Help: The Ombudsman provides an impartial and independent perspective to USCIS in an attempt to resolve problems with pending cases. The Ombudsman does not have the authority to make or change USCIS decisions. Before contacting the Ombudsman, you must first try to resolve your problem through USCIS customer service avenues. Learn more on how the Ombudsman can help [here](#).

Recommendations: The Ombudsman identifies systemic problems that individuals and employers face when seeking services from USCIS and makes recommendations with the goal of influencing change and improving the services at USCIS for both those who apply for and those who administer immigration benefits. In addition to the formal reviews and recommendations that the Ombudsman issues to USCIS, we also work in less formal ways to identify emerging issues and begin discussions with USCIS about how problems can be addressed. [Find out more information about recommendations by the Ombudsman.](#)

Public Engagement: The Ombudsman meets with stakeholders across the country to learn how the delivery of immigration benefits and services impacts communities and to share information about how our office can help. The Ombudsman is interested in meeting with you when we travel to your community. If you are interested in meeting with the Ombudsman and sharing information about your experience with USCIS, please [email](#) our Public Affairs Branch.

Contacting the Ombudsman: Have questions regarding case assistance inquiries and teleconferences or stakeholder engagements? [Contact the Ombudsman.](#)

Stay Connected: [Sign up](#) to receives updates on teleconferences and events hosted by CISOMB.

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