[DATE]

Katherine Culliton-Gonzalez

Officer

U.S. Department of Homeland Security

Office for Civil Rights and Civil Liberties

Compliance Branch, Mail Stop #0190

2707 Martin Luther King Jr. Ave SE

Washington, D.C. 20528-0190

[CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov)

***VIA EMAIL***

**RE: CRCL Complaint Regarding Failures to Provide Language Access**

Dear Officer Culliton-Gonzalez:

I urge the Office of Civil Rights and Civil Liberties (CRCL) to exercise its authority pursuant to 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, to investigate the civil rights abuses committed by the [CITY/FIELD OFFICE] Field Office of Immigration and Customs Enforcement [or relevant CBP office], against my client, [CLIENT NAME]. It is CRCL’s stated mission to “[i]nvestigat[e] civil rights and civil liberties complaints filed by the public regarding Department policies or activities, or actions taken by Department personnel.”[[1]](#footnote-2) As the below facts show, [ICE/CBP] egregiously violated my client’s rights while they held [HER/HIM/THEM] in detention at the [DETENTION CENTER]. [CLIENT] has provided express consent authorizing me to share [HER/HIS/THEIR] information with CRCL and authorizing CRCL to share information with me about this complaint. Attached is the signed ICE Privacy Waiver [or other waiver/form] indicating client consent.

[**Insert facts about your client and their case]**:

* Include your client’s full name and alien registration number and describe their level of English proficiency and preferred/native language(s).
* Include a compelling and detailed recounting of what happened to your client. We encourage you to include the physical and emotional effect the event(s) had on the client and the impact on their immigration proceedings and/or length of detention.
* Be as specific as possible in describing the facts, including providing, if you have them, date(s), time(s), and location(s) of language access violations, name(s) and contact information of any witness(es), and name(s), job title, and agency or component of the individual(s) committing the violations. Include any steps you or your client have already taken to try and address the violation(s) or resolve the complaint, including communications with ICE/CBP.
* Feel free to attach any relevant documents you would like to include with the complaint as well.
* Examples of language access violations:
* Lack of interpreter in day to day conversations with ICE/CBP officers, including about their immigration proceedings, deportation, or continued detention.
* Signing documents without language assistance
* Difficulties in accessing care for physical and mental health, both at the detention facility and when taken to a local hospital or other outside provider
* Rare language/indigenous language speaker having difficulty navigating detention, court, health care, etc.

CRCL is responsible for investigating allegations of abuses by persons in immigration detention, including: allegations of discrimination based on national origin; denial of meaningful access to DHS or DHS-supported programs, activities, or services due to limited English proficiency; physical abuse; and other civil rights, civil liberties, or human rights violations related to a DHS program or activity. The facts show that [ICE/CBP], subjected [CLIENT] to [summarize in a few sentences what happened to your client and the consequences of the violation(s)]. [CLIENT] is one of many persons detained at the [DETENTION CENTER] who are limited English proficient, and [ICE/CBP] has a responsibility to comply with its own Language Access Plan, other internal guidance, and federal law.[[2]](#footnote-3)

Therefore, [CLIENT] asks CRCL to thoroughly investigate the [DETENTION CENTER] for their failure to comply with [ICE’s/CBP’s] Language Access Plan, Executive Order 13166[[3]](#footnote-4), and other federal requirements that compel [ICE/CBP] to provide language access assistance to persons in its custody and care. Also, [CLIENT] urges CRCL to investigate the processes in place at [DETENTION CENTER] that allowed for the described violations to happen.

[CLIENT] requests that CRCL—as the entity entrusted with protecting those most vulnerable in [ICE/CBP] custody—engage in a thorough investigation of the [DETENTION CENTER] and pursue any civil rights or civil liberties violations to the fullest extent of the law. Indeed, there can be no preservation of civil rights and civil liberties without accountability.

Please direct any communications, questions, or concerns to the below point of contact. Thank you for your prompt attention to this request.

Sincerely,

[SIGNATURE/SIGNATURE BLOCK]

1. CRCL Website mission statement, available at: <https://www.dhs.gov/office-civil-rights-and-civil-liberties>. [↑](#footnote-ref-2)
2. ICE Language Access Plan, available at: <https://www.ice.gov/sites/default/files/documents/Document/2015/LanguageAccessPlan.pdf>. CBP Language Access Plan, available at <https://www.cbp.gov/sites/default/files/assets/documents/2017-Oct/CBP%20Language%20Access%20Plan%2011%2018%202016.pdf>. [↑](#footnote-ref-3)
3. Executive Order 13166, available at: <https://www.govinfo.gov/content/pkg/FR-2000-08-16/pdf/00-20938.pdf>. See also the Department of Justice, Federal Coordination and Compliance Section Website on Executive Order 13166 providing summary information, available at: <https://www.justice.gov/crt/executive-order-13166>. [↑](#footnote-ref-4)