



U.S. Customs and  
Border Protection

**JUN 12 2018**

Ms. Mitra Ebadolahi  
Border Litigation Staff Attorney  
ACLU of San Diego & Imperial Counties  
2760 Fifth Avenue #300  
San Diego, CA 92103

Dear Ms. Ebadolahi:

Last month, the American Civil Liberties Union (ACLU) Border Litigation Project, a joint project of the ACLU affiliates in Arizona and San Diego, in conjunction with the International Human Rights Clinic at the University of Chicago Law School, published a report entitled, *"Neglect and Abuse of Unaccompanied Immigrant Children by U.S. Customs and Border Protection."* Per the report, its' conclusions were predicated on 30,000 pages of records related to allegations of abuse of children in the custody of U.S. Customs and Border Protection (CBP) between 2009 and 2014. These records were released by various components within the Department of Homeland Security (DHS) pursuant to a Freedom of Information Act (FOIA) request from your organization.

CBP takes all allegations of employee misconduct seriously. In September 2014, then Secretary Johnson delegated to CBP the authority to conduct criminal investigations into allegations of misconduct on the part of CBP officers, agents and other employees and establish a criminal investigative capability within CBP by converting eligible employees to criminal investigators. In March 2015, after ensuring all necessary eligibility requirements were met, CBP converted eligible personnel to criminal investigators and began employing its newly delegated authority to conduct criminal investigations declined for investigation by the DHS Office of Inspector General (OIG).

The CBP Office of Professional Responsibility (OPR) presently deploys trained investigators from our national headquarters in Washington, DC, and 22 field offices located across the country. As the head of OPR, I am personally committed to ensuring that all allegations and complaints, including those involving mistreatment of individuals in CBP's custody or other abuses of civil rights and civil liberties are thoroughly investigated in a timely manner and that OPR's independent investigative findings are made available to CBP leadership for review and consideration.

In an article dated May 31, 2018, *"CBP Fails to Discredit Our Report on Abuse of Immigrant Kids"*, you referenced both specific allegations and indicated "[A]t the end of June, we'll publish the next set of records, which include audio files of CBP officials subjecting children to coercive and abusive interviews."

Because OPR investigates allegations of abuse or misconduct, I am seeking your cooperation and assistance in providing my office with any additional records or evidence you have. This will ensure the allegations receive the level of attention they deserve.

The Joint Intake Center (JIC) serves as CBP's centralized clearinghouse for receiving and processing allegations of misconduct involving CBP personnel. The JIC can be contacted through the following methods:

- Call the toll-free Joint Intake Center Hotline at 1-877-2INTAKE;
- Send an e-mail message to [Joint.Intake@dhs.gov](mailto:Joint.Intake@dhs.gov);
- Write to P.O. Box 14475, 1200 Pennsylvania Avenue, NW, Washington, DC 20044.

Alternatively, allegations involving CBP employee misconduct can also be sent directly to the independent Department of Homeland Security (DHS) OIG by contacting the OIG Hotline at 1-800-323-8603 or accessing the online DHS OIG Complaint/Allegation Form at <http://www.oig.dhs.gov/hotline/hotline.php>.

Additionally, members of the public may contact the CBP Information Center at 877-CBP-5511 or <https://help.cbp.gov> to ask questions, seek clarification on CBP-related regulations, requirements, processes, and practices; and make service-related compliments or complaints.

If you have any questions, would like to discuss this matter further, or would prefer to make alternative arrangements for releasing information or allegations, please feel free to contact me directly at (202) 344-1800 or contact my Chief of Staff, Mary Barbarisi, at (202) 344-3579.

I appreciate your personal attention to this matter.

Sincerely,



Matthew Klein  
Assistant Commissioner  
Office of Professional Responsibility

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MS. MITRA EBADOLAH  
ACLU OF SAN DIEGO & IMPERIAL COUNTY  
BORDER LITIGATION STAFF ATTORNEY  
SUITE 300  
2760 FIFTH AVENUE  
SAN DIEGO CA 92103-6330

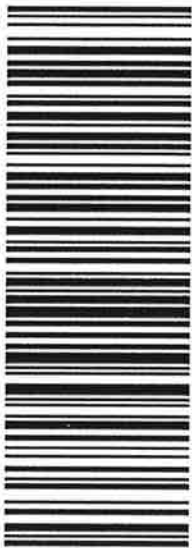


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