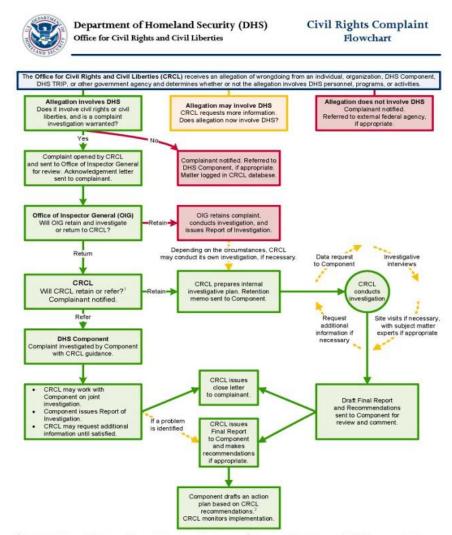
The Investigation Process

- CRCL receives a complaint
- Compliance complaint review
- IG first right of refusal
- Compliance Refers
- Compliance Retains

 Short forms
 CRCL conducts investigation
- Factual Determination
- Policy Analysis
- Recommendations
- Tracking



Homeland Security



¹ Urgent complaints and other appropriate complaints are handled using less formal channels of investigation (a "short form" complaint process) to expedite processing. ² If Component does not concur with CRCL recommendations, the matter will be resolved by a Departmental resolution process.

For questions or to submit correspondence, contact the Office for Civil Rights and Civil Liberties at: Mail: Department of Homeland Security/CRCL, Compliance Branch, 245 Murray Lane, SW, Bidg 410, MS #0190, Washington, DC 20528-0190 Email: crcl@chs.gov | Toil Free: 866-644-3360 | TTY Toil Free: 866-644-3361 | Fax: 202-401-4708 | Visit: www.chs.gov//crcl