

**From:** (b)(6),(b)(7)(C)  
**Sent:** 19 Jun 2018 16:47:54 +0000  
**To:** (b)(6),(b)(7)(C)  
**Cc:**  
**Subject:** RE: Detainee grievance process

Great. Thank you for the update.

Best regards,

(b)(6),(b)(7)(C)  
Associate Legal Advisor  
Commercial and Administrative Law Division  
Office of the Principal Legal Advisor  
U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 732- (b)(6),(b)(7)(C)  
(b)(6),(b)(7)(C)

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---

**From:** (b)(6),(b)(7)(C)  
**Sent:** Tuesday, June 19, 2018 12:47 PM  
(b)(6),(b)(7)(C)  
**Subject:** RE: Detainee grievance process

(b)(6),(b)(7)(C)

As you can imagine, we have been slammed as of late. I should have the requested results to you either COB today or early tomorrow.

Thank you,

(b)(6),(b)(7)(C)

---

**From:** (b)(6),(b)(7)(C)  
**Sent:** Tuesday, June 19, 2018 12:44 PM  
**To:** (b)(6),(b)(7)(C)

(b)(6),(b)(7)(C)

**Subject:** RE: Detainee grievance process

Good afternoon, (b)(6),(b)(7)(C)

Wanted to follow up about whether you all have results of these searches yet?

Thank you for your assistance in this matter,

(b)(6),(b)(7)(C)

Associate Legal Advisor  
Commercial and Administrative Law Division  
Office of the Principal Legal Advisor  
U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 732- (b)(6),(b)(7)(C)

(b)(6),(b)(7)(C)

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---

**From:** (b)(6),(b)(7)(C)

**Sent:** Wednesday, June 13, 2018 10:44 AM

**To:** (b)(6),(b)(7)(C)

(b)(6),(b)(7)(C)

**Subject:** RE: Detainee grievance process

(b)(6),(b)(7)(C) pls do. Do CRCL as well.

(b)(6),(b)(7)(C)

Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs  
202.431.4 (b)(6),(b)(7)(C)

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

From (b)(6),(b)(7)(C) >

Date: Wednesday, Jun 13, 2018, 10:41 AM

(b)(6),(b)(7)(C)

Subject: RE: Detainee grievance process

(b)(6),(b)(7)(C)

Thank you for taking the time this morning to speak with (b)(6),(b)(7)(C) and me about (b)(5)

(b)(5)

(b)(5)

Please

let us know if you have any questions or concerns.

Regards,

(b)(6),(b)(7)(C)

Associate Legal Advisor  
Detention and Removal Law Section  
Enforcement and Removal Operations Law Division  
Office of the Principal Legal Advisor  
DHS U.S. Immigration and Customs Enforcement  
202-732-(b)(6) (office)  
202-441-(b)(7)(C) (cell)

(b)(6),(b)(7)(C)

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From (b)(6),(b)(7)(C)

Sent: Wednesday, June 13, 2018 10:35 AM

(b)(6),(b)(7)(C)

Subject: FW: Detainee grievance process

See attached. (b)(6),(b)(7)(C) can be your poc for this as I'm now on travel.

(b)(6),(b)(7)(C) - OPLA will send other search terms. They need (b)(5)

(b)(5)

(b)(6);(b)(7)(C)

Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs  
202.431 (b)(6);(b)(7)(C)

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

From: (b)(6);(b)(7)(C)

Date: Wednesday, Jun 13, 2018, 9:51 AM

(b)(6);(b)(7)(C)

**Subject:** RE: Detainee grievance process

(b)(6);(b)(7)(C)

The Detainee Voluntary Work Program Report is attached. (b)(5)

(b)(5)

Best

(b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)

Sent: Tuesday, June 12, 2018 12:50 PM

(b)(6);(b)(7)(C)

**Subject:** FW: Detainee grievance process

(b)(6);(b)(7)(C) – run a special DRIL report for last two fiscal years on any complaints re: the Detainee Voluntary Work Program. Due tomorrow COB

(b)(6);(b)(7)(C)

*Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs*

Desk: 202.732 (b)(6);(b)(7)(C)  
Iphone: 202.4 (b)(6);(b)(7)(C) 1

(b)(6);(b)(7)(C)

From: (b)(6);(b)(7)(C)

Sent: Tuesday, June 12, 2018 12:47 PM



(b)(6);(b)(7)(C)

**Subject:** FW: Detainee grievance process

Hello (b)(6);(b)(7)(C)

(b)(5)

So there are multiple ways for detainees to communicate with ICE.

(b)(6);(b)(7)(C)

copied here are the DRIL SMEs and could probably answer your questions.

(b)(6);(b)(7)(C)

---

**From:** (b)(6);(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 12:43 PM

**To:** (b)(6);(b)(7)(C)

**Subject:** Detainee grievance process

Hi (b)(6);(b)(7)(C)

In a conversation a couple months ago regarding the Voluntary Work Program, I recall (b)(5)

(b)(5)

Thanks,

(b)(6);(b)(7)(C)

Associate Legal Advisor  
Commercial and Administrative Law Division  
Office of the Principal Legal Advisor  
U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 731-(b)(6);(b)(7)(C)

(b)(6);(b)(7)(C)

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~~GOVERNMENT USE ONLY and may be exempt from disclosure under the Freedom of Information Act, 5 USC §§ 552(b)(5), (b)(7).~~

**From:** (b)(6),(b)(7)(C)  
**Sent:** 13 Jun 2018 14:43:49 +0000  
**To:** (b)(6),(b)(7)(C)  
**Cc:**  
**Subject:** RE: Detainee grievance process

(b)(6),(b)(7)(C) pls do. Do CRCL as well.

(b)(6),(b)(7)(C)  
Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs  
202.431 (b)(6),(b)(7)(C)

Sent with BlackBerry Work  
(www.blackberry.com)

**From:** (b)(6),(b)(7)(C)  
**Date:** Wednesday, Jun 13, 2018, 10:41 AM

(b)(6),(b)(7)(C)

**Subject:** RE: Detainee grievance process

(b)(6),(b)(7)(C)

Thank you for taking the time this morning to speak with (b)(6),(b)(7)(C) and me about (b)(5)

(b)(5)

(b)(5)

Please let us know if you have any questions or concerns.

Regards,

(b)(6),(b)(7)(C)  
Associate Legal Advisor  
Detention and Removal Law Section  
Enforcement and Removal Operations Law Division  
Office of the Principal Legal Advisor  
DHS U.S. Immigration and Customs Enforcement  
202-732-(b)(6),(b)(7)(C) (office)  
202-441-(b)(6),(b)(7)(C) (cell)  
(b)(6),(b)(7)(C)

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(b)(6),(b)(7)(C) - OPLA will send other search terms. They need (b)(5)  
(b)(5)

(b)(6),(b)(7)(C)  
Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs  
202.431.4 (b)(6),(b)(7)(C)

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

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**Subject:** RE: Detainee grievance process

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(b)(5)

Best,  
(b)(6),(b)(7)(C)

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**From:** (b)(6),(b)(7)(C)  
**Sent:** Tuesday, June 12, 2018 12:50 PM

(b)(6),(b)(7)(C)

(b)(6),(b)(7)(C)

**Subject:** FW: Detainee grievance process

(b)(6),(b)(7)(C)

(b)(5)

(b)(5)

Due tomorrow COB

(b)(6),(b)(7)(C)

*Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs*

Desk: 202.732.4

(b)(6),(b)(7)(C)

Iphone: 202.43

(b)(6),(b)(7)(C)

(b)(6),(b)(7)(C)

---

**From:** (b)(6),(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 12:47 PM

(b)(6),(b)(7)(C)

**Subject:** FW: Detainee grievance process

Hello

(b)(6),(b)(7)(C)

(b)(5)

So there are multiple ways for detainees to communicate with ICE.

(b)(6),(b)(7)(C)

copied here are the DRIL SMEs and could probably answer your questions.

(b)(6),(b)(7)(C)

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**From:** (b)(6),(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 12:43 PM

**To:** (b)(6),(b)(7)(C)

**Subject:** Detainee grievance process

Hi

(b)(6),(b)(7)(C)

In a conversation a couple months ago regarding the Voluntary Work Program, I recall you

(b)(5)



Thanks,

(b)(6),(b)(7)(C)

Associate Legal Advisor  
Commercial and Administrative Law Division  
Office of the Principal Legal Advisor  
U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 732-  
(b)(6),(b)(7)(C)

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**From:** (b)(6);(b)(7)(C)  
**Sent:** 12 Jun 2018 21:43:05 +0000  
**To:** (b)(6);(b)(7)(C)

(b)(6);(b)(7)(C)

**Subject:** RE: Detainee grievance process

That's fine with me. I can be available at 10am tomorrow as well.  
I will ask that only federal employees be on this call tomorrow.

Thank you,

(b)(6);(b)(7)(C)

Associate Legal Advisor  
Commercial and Administrative Law Division  
Office of the Principal Legal Advisor  
U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 732- (b)(6);(b)(7)(C)

(b)(6);(b)(7)(C)

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---

**From:** (b)(6);(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 5:41 PM

(b)(6);(b)(7)(C)

**Subject:** RE: Detainee grievance process

See below for (b)(6);(b)(7)(C) onference line:

Call-in: (b)(7)(E) Passcode: (b)(7)(E)

If no one objects to the use of that line, I will send out a call invite shortly.

Thank you,

(b)(6);(b)(7)(C)

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

From: (b)(6),(b)(7)(C)

Date: Tuesday, Jun 12, 2018, 5:04 PM

(b)(6),(b)(7)(C)

Subject: RE: Detainee grievance process

(b)(6),(b)(7)(C) set up a Conf line.

(b)(6),(b)(7)(C)

Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs  
202.431.(b)(6),(b)(7)(C)

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

From: (b)(6),(b)(7)(C)

Date: Tuesday, Jun 12, 2018, 5:03 PM

(b)(6),(b)(7)(C)

Subject: RE: Detainee grievance process

No problem, (b)(6),(b)(7)(C) I can do tomorrow, June 13, 2018, at 10:00 AM. (b)(6),(b)(7)(C) can you still provide a conference line (I will be teleworking tomorrow)?

(b)(6),(b)(7)(C)

Associate Legal Advisor  
Detention and Removal Law Section  
Enforcement and Removal Operations Law Division  
Office of the Principal Legal Advisor  
DHS U.S. Immigration and Customs Enforcement  
202-732.(b)(6),(b)(7)(C) [office]  
202-441.(b)(6),(b)(7)(C) [cell]

(b)(6),(b)(7)(C)

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**From:** (b)(6),(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 5:00 PM

(b)(6),(b)(7)(C)

**Subject:** RE: Detainee grievance process

Sorry the day escaped me on the phone with DHS and CBP. Can you do tomorrow? I can do a call at 10:00 am on way to airport.

(b)(6),(b)(7)(C)

Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs  
202.43 (b)(6),(b)(7)

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

**From:** (b)(6),(b)(7)(C)

**Date:** Tuesday, Jun 12, 2018, 2:08 PM

(b)(6),(b)(7)(C)

**Subject:** RE: Detainee grievance process

(b)(6),(b)(7)(C) Thanks for the information and the additional contacts.

(b)(6),(b)(7)(C) - Are you available for a short conference call with me and another OPLA colleague, (b)(6),(b)(7)(C) his afternoon? We can be available after 3pm. If so, I'll provide a conference line (as I'm working from home today).

Thank you,

(b)(6),(b)(7)(C)

Associate Legal Advisor  
Commercial and Administrative Law Division  
Office of the Principal Legal Advisor  
U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 732 (b)(6),(b)(7)(C)

(b)(6),(b)(7)(C)

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---

**From:** (b)(6),(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 12:50 PM

(b)(6),(b)(7)(C)

**Subject:** RE: Detainee grievance process

We can run a special report to see if any complaints/concerns have come in on this topic over the last two fiscal years.

(b)(6),(b)(7)(C)

*Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs*

Desk: 202.732. (b)(6)

Iphone: 202.431. (b)(6), (b)(7)(C)

(b)(6),(b)(7)(C)

---

**From:** (b)(6),(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 12:47 PM

(b)(6),(b)(7)(C)

**Subject:** FW: Detainee grievance process

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(b)(7)(E)

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Subject: Detainee grievance process

Hi (b)(6);(b)(7)(C)

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(b)(7)(E)

Thanks,

(b)(6);(b)(7)(C)

Associate Legal Advisor  
Commercial and Administrative Law Division  
Office of the Principal Legal Advisor  
U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 732 (b)(6);(

(b)(6);(b)(7)(C)

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**From:** (b)(6),(b)(7)(C)  
**Sent:** 12 Jun 2018 21:41:23 +0000  
**To:** (b)(6),(b)(7)(C)  
**Subject:** RE: Detainee grievance process

See below for (b)(6),(b)(7)(C) conference line:

Call-in: (b)(7)(E) Passcode (b)(7)(E)

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**Subject:** RE: Detainee grievance process

(b)(6),(b)(7)(C) set up a Conf line.

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Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs  
202.431.(b)(6),(b)(7)(C)

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(b)(6),(b)(7)(C)

**Subject:** RE: Detainee grievance process

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(b)(6);(b)(7)(C)

Associate Legal Advisor  
Detention and Removal Law Section  
Enforcement and Removal Operations Law Division  
Office of the Principal Legal Advisor  
DHS U.S. Immigration and Customs Enforcement  
202-732- (b)(6);(b)(7)(C) (office)  
202-441- (b)(7)(C) (cell)  
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Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs  
202.431- (b)(6);(b)(7)(C)

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U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 732-(b)(6)

(b)(6),(b)(7)(C)

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(b)(6),(b)(7)(C)  
*Deputy Assistant Director*  
*DHS/ICE/ERO/Custody Programs*  
Desk: 202.732.(b)(6),(b)(7)(C)  
Iphone: 202.4.(b)(6),(b)(7)(C)  
(b)(6),(b)(7)(C)

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**Sent:** Tuesday, June 12, 2018 12:47 PM  
**To:** (b)(6),(b)(7)(C)  
(b)(6),(b)(7)(C)  
**Subject:** FW: Detainee grievance process

Hello (b)(6),(b)(7)(C)

(b)(5)

So there are multiple ways for detainees to communicate with ICE.

(b)(6),(b)(7)(C) copied here are the DRIL SMEs and could probably answer your questions.

(b)(6),(b)(7)(C)

---

**From:** (b)(6),(b)(7)(C)  
**Sent:** Tuesday, June 12, 2018 12:43 PM  
**To:** (b)(6),(b)(7)(C)  
**Subject:** Detainee grievance process

Hi (b)(6),(b)(7)(C)

In a conversation a couple months ago regarding the Voluntary Work Program, I recall you mentioned that there's a way for a detainee to alert/inform/complain to ICE if they had an issue? Can you tell me more about that?

Thanks,

(b)(6),(b)(7)(C)  
Associate Legal Advisor  
Commercial and Administrative Law Division  
Office of the Principal Legal Advisor  
U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 732- (b)(6)  
(b)(6),(b)(7)(C)

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**From:** (b)(6),(b)(7)(C)  
**Sent:** 19 Jun 2018 20:50:56 +0000  
**To:** (b)(6),(b)(7)(C)  
**Cc:**  
**Subject:** RE: Detainee grievance process  
**Attachments:** Detainee Grievance Process\_VWP Data Search\_06192018\_REDACTED.xlsx

(b)(6),(b)(7)(C)

(b)(5)

Regards,

(b)(6),(b)(7)(C)

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**From:** (b)(6),(b)(7)(C)  
**Sent:** Wednesday, June 13, 2018 10:42 AM

(b)(6),(b)(7)(C)

**Subject:** RE: Detainee grievance process

(b)(6),(b)(7)(C)

Thank you for taking the time this morning to speak with (b)(6),(b)(7)(C) and me about potential grievances on the Voluntary Work Program (VWP). We appreciate your offer to have searches conducted on potential grievances on the VWP in the various databases/collection methods (*i.e.*, DRIL, OIG referrals; email complaints; and CRCL). Per your request, the search terms we would like run (separately) are: voluntary work program; VWP; work program; volunteer work; job; work; forced labor; slavery. Please let us know if you have any questions or concerns.

Regards,

(b)(6),(b)(7)(C)

Associate Legal Advisor  
Detention and Removal Law Section  
Enforcement and Removal Operations Law Division  
Office of the Principal Legal Advisor  
DHS U.S. Immigration and Customs Enforcement  
202-732-(b)(6),(b)(7)(C) office)  
202-441-(b)(6),(b)(7)(C) cell)

(b)(6),(b)(7)(C)

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**From:** (b)(6),(b)(7)(C)

**Sent:** Wednesday, June 13, 2018 10:35 AM

(b)(6),(b)(7)(C)

**Subject:** FW: Detainee grievance process

See attached (b)(6),(b)(7)(C) can be your poc for this as I'm now on travel.

(b)(6),(b)(7)(C) OPLA will send other search terms. They need (b)(5)  
(b)(5)

(b)(6),(b)(7)(C)  
Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs  
202.431.(b)(6),(b)(7)(C)

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

**From:** (b)(6),(b)(7)(C)

**Date:** Wednesday, Jun 13, 2018, 9:51 AM

**To:** (b)(6),(b)(7)(C)  
(b)(6),(b)(7)(C)

**Subject:** RE: Detainee grievance process

(b)(6),(b)(7)(C)

(b)(5)

(b)(5) Please feel free to let me know if you have any questions or need anything else.

Best,

(b)(6),(b)(7)(C)

**From:** (b)(6),(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 12:50 PM

(b)(6),(b)(7)(C)

(b)(6),(b)(7)(C)

**Subject:** FW: Detainee grievance process

(b)(6),(b)(7)(C) run a special DRIL report for last two fiscal years on any complaints re: the Detainee Voluntary Work Program. Due tomorrow COB

(b)(6),(b)(7)(C)

*Deputy Assistant Director  
DHS/ICE/ERO/Custody Programs*

Desk: 202.732 (b)(6),(b)(7)(C)

Iphone: 202.4 (b)(6),(b)(7)(C)

(b)(6),(b)(7)(C)

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**From:** (b)(6),(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 12:47 PM

(b)(6),(b)(7)(C)

**Subject:** FW: Detainee grievance process

Hello (b)(6),(b)(7)(C)

(b)(5)

So there are multiple ways for detainees to communicate with ICE.

(b)(6),(b)(7)(C) copied here are the DRIL SMEs and could probably answer your questions.

(b)(6),(b)(7)(C)

---

**From:** (b)(6),(b)(7)(C)

**Sent:** Tuesday, June 12, 2018 12:43 PM

**To:** (b)(6),(b)(7)(C)

**Subject:** Detainee grievance process

H (b)(6),(b)(7)(C)

In a conversation a couple months ago regarding the Voluntary Work Program, I recall you (b)(5)

(b)(5)

Thanks,

(b)(6),(b)(7)(C)

Associate Legal Advisor  
Commercial and Administrative Law Division  
Office of the Principal Legal Advisor  
U.S. Immigration and Customs Enforcement  
Department of Homeland Security  
Tel: (202) 731-(b)(6),(b)

(b)(6),(b)(7)(C)

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Case No.	Case Name	Case Type	Case Status	Case Date	Case Location	Case Description	Case Notes	Case Attachments	Case Actions
(b)(6);(b)(7)(C)									



(b)(6);(b)(7)(C)



(b)(6);(b)(7)(C)