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## Contact ICE

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### General Information

## ICE ERO Detention Reporting and Information Line

### ERO

U.S. Immigration and Customs Enforcement (ICE), Office of Enforcement and Removal Operations (ERO) is dedicated to ensuring the public is fully informed of the agency's immigration enforcement efforts. In support of the agency's mission, ERO is committed to transparency, collaboration and resolving concerns with our stakeholders. These stakeholders include individuals in ICE custody, the public, non-governmental organizations, faith-based organizations, academic institutions, attorneys, and advocacy groups.

The ICE ERO Detention Reporting and Information Line is a toll-free service that provides a direct channel for agency stakeholders to communicate directly with ERO to answer questions and resolve concerns. Stakeholders may reach the ICE ERO Detention Reporting and Information Line by dialing **1-888-351-4024**. Live trained operators are available Monday through Friday (excluding holidays) from 8:00 a.m. to 8:00 p.m. (Eastern Time) to respond to inquiries from those in ICE detention and from community members. Language assistance, including Spanish operators, is also available.

Call center representative will answer calls and assist with resolution on subjects such as:

- Incidents of sexual or physical assault or abuse,
- Serious or unresolved problems in detention,
- Reports of victims of human trafficking and other crimes,
- Reports on individuals with serious mental disorders or conditions,
- Separation of minor child or other dependent and other parental related issues,
- Inquiries from the general public, law enforcement officials and others
- Requests for basic case information.
- Reports that someone in detention has a serious mental disorder or condition.

Since it launched in September 2012, the Detention Reporting and Information Line has resolved more than 2,000 case assistance calls monthly on average.

## ERO Prosecutorial Discretion Inquiries

ICE ERO has created an email address to receive and review case inquiries related to requests for prosecutorial discretion. Upon the receipt of an inquiry, ERO will coordinate with appropriate internal resources to determine the appropriate case resolution and communicate the resolution to the requestor. Please note that PD-related inquiries should generally be made to the ERO field office responsible for handling an alien's case, as the decision whether to exercise PD is most appropriately made at the field office level. If you have not yet contacted the [Field Office](#), you should do so.

In order to process inquiries, ICE requires a valid G-28 for attorneys; for non-attorney legal representatives a privacy release signed by the individual named in the case is required. A sample privacy waiver form is available here: <http://www.ice.gov/doclib/news/library/forms/pdf/60-001.pdf>.

Case specific inquiries related to prosecutorial discretion should be directed here: [eroprosecutorialdiscretioninquiries@ice.dhs.gov](mailto:eroprosecutorialdiscretioninquiries@ice.dhs.gov).