



U.S. Customs and Border Protection

OFFICE OF DIVERSITY AND CIVIL RIGHTS CIVIL RIGHTS AND CIVIL LIBERTIES COMPLAINT PROCESSING OVERVIEW

Policy: It is the policy of U.S. Customs and Border Protection (CBP) to treat all individuals in a non-discriminatory manner, without regard to their protected status under federal law, regulation, Executive Order, or policy. To exemplify this commitment, CBP will maintain an efficient and effective external civil rights and civil liberties complaint-processing program focused on gathering all the relevant facts and evidence necessary to adjudicate actionable claims. CBP shall adhere to the core premise that civil rights and civil liberties protection is not only an ethical and legal imperative but also a practical necessity to maintaining and enhancing the public's level of trust in federal law enforcement.

Definitions:

Civil Rights: The applicable rights enumerated in the U.S. Constitution and Bill of Rights, Federal statutes and regulations.

Civil Liberties: The applicable liberties enumerated in the U.S. Constitution and Bill of Rights, Federal statutes and regulations.

Racial Profiling: As defined by the U.S. Department of Justice, the invidious use of race or ethnicity as a criterion in conducting stops, searches and other law enforcement investigative procedures.

DCR Responsibilities:

- Establishing policies, implementing guidelines, standards, and programs necessary to ensure compliance with policy and guidance issued by CRCL.
- Advising the Commissioner and other senior CBP leaders, as appropriate, on issues that may adversely impact operations or require funding to implement.
- Ensuring that CRCL receives requested information within the established timeframes.
- Leading CBP's efforts to gather all information necessary to ensuring that CBP's response to CRCL's requests for information are thorough and complete.
- Ensuring the implementation, when appropriate, of recommendations made in final reports of investigation issued by CRCL.
- Providing notification to CRCL of actions taken or reason(s) for non-implementation.
- Reviewing all documents prior to transmission to CRCL to ensure that CBP does not release any law enforcement sensitive information.
- Ensuring that all applicable investigative files and fact-finding reports are submitted to CRCL in a timely manner.