

What Kind of Customer Service Can I Expect?

You should expect USCIS staff to be:

- Professional.
- Courteous.
- Knowledgeable.

You should expect the naturalization process to be:

- Fair.
- Consistent.
- Timely.

You should expect information on the naturalization process and on the status of your application to be:

- Accurate.
- Readily available.

USCIS also expects certain things from you. You should:

- Treat USCIS employees with courtesy.
- Read *A Guide to Naturalization*.
- Read and follow the instructions on your application.
- Be prepared at each step of the process.

Making a Customer Service Complaint

USCIS realizes that in some offices it takes a long time to process applications. We are currently working to reduce processing times. If you have a question about processing, please visit www.uscis.gov or call Customer Service at **1-800-375-5283 (TTY: 1-800-767-1833)**.

If you have a complaint about the way that a USCIS employee treated you, you should speak with that employee's direct supervisor if possible. If your complaint is not handled to your satisfaction, or if you could not speak with the supervisor, you may write a letter to the director of your USCIS District Office. Filing a complaint will not affect your eligibility for naturalization.