



August 26, 2014

PA-2014-007

Policy Alert

SUBJECT: Customer Service

Purpose

U.S. Citizenship and Immigration Services (USCIS) is issuing policy guidance on its standards in customer service in the [USCIS Policy Manual](#).

Background

Prior to the issuance of this guidance, USCIS has not had consolidated guidance defining expectations for customer service. This guidance, contained in Volume 1 of the Policy Manual, is intended to be comprehensive and controlling and replaces the customer service guidance found in Chapter 2 of the Adjudicator's Field Manual (AFM) and any related policy memoranda. The new Policy Manual guidance is controlling and supersedes any prior USCIS guidance on customer service.

Highlights

- Provides guidance on intercultural communication.
- Provides guidance on InfoPass, to include parameters for attorneys and representatives who use a single InfoPass appointment for multiple inquiries, as well as for customers who have an urgent need to see an officer without an InfoPass appointment.
- Explains the application of the Privacy Act and confidentiality provisions in the law as they pertain to responding to customer inquiries.
- Provides guidance on resolving and tracking customer complaints to conclusion.
- Changes response time for expedited Service Request Management Tool (SRMT) requests from 5 calendar days to 7 calendar days.
- Consolidates USCIS's prior policy on comments received on the USCIS blog and on YouTube and incorporates DHS's policies on the use of Twitter, Facebook, and YouTube.
- Defines case-specific and non-case-specific complaints as well as misconduct and incorporates USCIS policy on reporting employee misconduct.
- Clarifies USCIS guidance on providing accommodations to persons with disabilities.
- Updates USCIS guidance on requesting expedited processing of an application or petition.
- Clarifies issued guidance on cell phone usage in USCIS offices.

Citation

Volume 1: General Policies and Procedures, Part A, Customer Service [[1 USCIS-PM A](#)].