



To enhance mission performance, TSA is committed to promoting a culture founded on its values of Integrity, Innovation and Team Spirit.

1. **PURPOSE:** This directive provides TSA policy and procedures for receiving, documenting, and referring passenger screening complaints resulting from the application of TSA security screening policies and procedures.
2. **SCOPE:** This directive applies to all TSA employees.
3. **AUTHORITIES:**
 - A. Civil Rights Act of 1964, as amended, P.L. 88-352.
 - B. Civil Rights Act of 1991.
 - C. E.O. 13571, Streamlining Service Delivery and Improving Customer Service, April 27, 2011.
 - D. The Aviation and Transportation Security Act (ATSA), Public Law 107-71.
 - E. The Rehabilitation Act of 1974.
 - F. Title 28 U.S.C. §§1346(b), 1402(b), 2401(b) and 2671-2680, Federal Tort Claims Act (FTCA).
 - G. Title 31 U.S.C. §3721, Military Personnel and Civilian Employees' Claims Act
4. **DEFINITIONS:**
 - A. Civil Rights Complaint: Information provided to TSA alleging discriminatory conduct, practices or policies based on race, color, national origin, sex, religion, age, disability, genetic information, sexual orientation, or parental status.
 - B. Comment: A positive or negative reaction from a traveler in response to the passenger screening process, or regarding screening policy or procedures.
 - C. Complaint: Information provided by a traveler describing a negative experience or outcome while undergoing passenger screening.
 - D. Compliment: A positive comment or reaction from a traveler regarding the passenger screening experience at an airport.
 - E. Contact: Any interaction with traveler requesting information, or making a comment, complaint, or compliment about the TSA passenger screening process, including screening policy or procedures. A contact can occur in person at an airport or as a result of information

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provided on a comment card; via the TSA Contact Center (TCC), or through the Office of the Executive Secretariat, or other Headquarters offices.

- F. Customer Service Manager/Customer Service Quality Improvement Manager (CSM/CSQIM): Federal Security Director (FSD) staff who function as the primary point-of-contact at an airport for managing TSA customer service activities involving the interaction between TSA staff and travelers regarding passenger screening procedures.
- G. Disability Complaint: Information provided to TSA alleging discriminatory conduct, practices or policies based on a disability or medical condition.
- H. Passenger Support Specialist (PSS): A specially-trained TSA employee who assists passengers at an airport to prevent or resolve concerns and complaints arising during the passenger screening process.
- I. TSA Contact Center (TCC): The central point of contact for all non-media public inquiries and complaints from the public, TSA employees and other Government organizations, which provides information in response to questions, concerns or complaints regarding security procedures, programs and policies; employment issues; and reports and claims of lost, stolen or damaged items.

5. RESPONSIBILITIES:

- A. Assistant Administrator for Civil Rights & Liberties, Ombudsman and Traveler Engagement (AA CRL/OTE) is responsible for:
 - (1) Overseeing the development and implementation of policy for responding to all passenger contacts, to include comments, complaints or compliments involving the screening process, and for informing the public about the nature and extent of these contacts nationwide;
 - (2) Ensuring overall management of the complaint process, to include providing guidance on receiving, tracking, reviewing, investigating, responding and resolving complaints within statutory or programmatic timeframes; and
 - (3) Analyzing screening complaint data to identify trends and share this information with appropriate TSA offices to help improve screening processes.
- B. Assistant Administrator for Security Operations (AA OSO) is responsible for communicating guidance for Federal Security Directors, customer service staff, and Transportation Security Officers (TSOs) through Operational Directives (ODs) describing processes and procedures to be employed at screening checkpoints and at airports in tracking passenger screening complaints and responding and/or referring passenger complaints to appropriate Headquarters offices for review, follow-up and resolution.
- C. Assistant Administrator for Strategic Communications and Public Affairs (AA SCPA) is responsible for responding to the media regarding complaints and informing the general public about TSA security policies and procedures.

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- D. Office of Civil Rights & Liberties, Ombudsman and Traveler Engagement (CRL/OTE) is responsible for ensuring that the traveling public is treated in a fair and lawful manner, consistent with federal laws and regulations. This includes operating the TSA Contact Center (TCC) to collect traveler feedback, provide information, and refer complaints to program offices; and responding to, investigating and resolving civil rights, disability, redress and privacy-related issues, concerns and complaints resulting from TSA screening procedures.
- E. Office of the Executive Secretariat is responsible for providing basic responses to general passenger screening information requests it receives, and referring more complex requests and complaints to appropriate Headquarters offices for review, follow up and resolution.
- F. Office of Security Operations (OSO) is responsible for conducting the day-to-day screening of passengers and baggage at airports, to include developing and implementing screening procedures consistent with TSA transportation security-related regulations, orders, and security requirements.
- G. Office of Financial Management (OFA) Claims Management Branch (CMB) is responsible for receiving, examining and adjudicating property claims against TSA, including items allegedly damaged, lost or stolen during the screening process.
- H. Customer Service Managers/Customer Service Quality Improvement Managers (CSMs/CSQIMs) at airports are responsible for dealing with immediate passenger issues and concerns and referring complaints to appropriate Headquarters offices for follow up and resolution.

6. POLICY:

- A. TSA responds to a variety of passenger screening-related comments, issues, concerns and complaints through various means, including at airports, through the TCC and various online portals, and directly with Headquarters offices.
- B. TSA responds to general passenger screening-related complaints that involve issues and concerns about security policies and procedures by providing information to the inquirer to explain or clarify the issue or concern being raised.
- C. TSA responds to specific passenger screening-related complaints as follows:
 - (1) Civil rights (including disability) complaints that allege discriminatory conduct, practices or policies during the screening process shall be documented and referred to CRL/OTE for review, investigation and follow up.
 - (2) Customer service complaints resulting from passenger security-related policies and procedures, or as the result of the screening experience, shall be documented and responded to at an airport, by the TCC, or referred to OSO for review, investigation and follow up.
 - (3) Customer service complaints from passengers seeking compensation for damaged, lost or stolen property, personal injury, or death shall be documented and referred to the OFA/CMB for review, investigation and follow up.

- D. The TCC tracks all TSA complaint information to support nationwide reporting and tracking, and research and analysis to facilitate information sharing with TSA, other government agencies, and the public.

7. PROCEDURES:

A. Filing Complaints:

- (1) An individual may file a complaint with TSA during or after the passenger screening process takes place, in accordance with applicable time frames specified in regulations for the type of complaint involved.
- (2) An individual may submit complaint information on a comment card; by contacting the TSA Customer Service Manager; contacting the TCC; or by utilizing various electronic means, including smartphone, email and TSA.gov, or by regular postal mail.

B. Documenting Complaints:

TSA employees will document and respond to complaints by retrieving and preserving the following types of pertinent information:

- (1) Names of complainant, flight, gate, and contact information.
- (2) Complainant statement regarding the alleged incident.
- (3) Names and contact information of TSA employees who were involved in the incident, with statements.
- (4) Names and contact information of TSA employees who witnessed the incident, with statements.
- (5) Names and contact information of other witnesses to the incident, with statements.
- (6) Copies of video and CCTV, if available.
- (7) Any other documentation or record of the incident.

C. Referring Complaints:

- (1) All complaints that allege a civil rights violation (including those based on disability or medical issues) will be referred to CRL/OTE for further review, investigation and follow up.
- (2) Customer service complaints resulting from passenger security-related policies and procedures or as the result of the screening experience will be responded to at the airport or referred to the OSO for further review, investigation and follow up.

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- (3) Customer service complaints from passengers seeking compensation for damaged or lost property, personal injury, or death will be referred to the OFA/CMB for further review, investigation and follow up.

D. Responding to Complaints:

- (1) Following the receipt of pertinent information and, if necessary, TSA will contact the complainant to discuss the issue, and attempt to resolve it or determine if further investigation and referral within TSA is needed.
- (2) All complaint information received by TSA Headquarters' offices will be shared with the involved airport(s) which will work with Headquarters' offices to investigate and resolve the complaint.

E. Reporting and Tracking Complaints:

- (1) Civil rights complaints (including those based on disability or medical issues) referred by airports, from the TCC, or received directly by the CRL/OTE Disability and Multicultural Division will be entered into the Entellitrak database to facilitate documenting, sharing and tracking of complaint information by involved airports, the TCC and Headquarters' offices.
- (2) Customer service complaints received by the TCC will be entered into the TCC v3 database to facilitate documenting, sharing and tracking of complaint information with involved airports, the TCC and Headquarters' offices.
- (3) Complaints received at airports will be entered into the Airport Information Management (AIM) system to be further compiled and categorized in the TCC database to facilitate documenting, sharing and tracking of complaint information with involved airports, the TCC and Headquarters' offices.
- (4) Claims will be entered into the Claims Management System to facilitate processing, tracking, examining and adjudicating claims filed against TSA.
- (5) TSA offices will incorporate guidance from this directive regarding the intake, documentation and referral of complaints as part of their standard operating procedures used for reviewing, investigating and responding to complaints in their particular subject areas.

- 8. APPROVAL AND EFFECTIVE DATE:** This policy is approved and effective the date of signature unless otherwise specified.

APPROVAL

Signed

Kimberly Walton
Assistant Administrator

November 26, 2013

Date

EFFECTIVE

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Date

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