Unaccompanied Alien Children Office of the Ombuds

The Unaccompanied Alien Children Office of the Ombuds (UACOO) is an independent, impartial agency that receives, investigates, and addresses concerns about the Office of Refugee Resettlement's (ORR) unaccompanied alien children program, such as services, living conditions, and experiences of children in ORR care and custody. There is no fee to contact us, and we take our requirement to protect confidentiality seriously.

Do you have a concern?

If you have tried to resolve your concern through ORR but still need help, you can submit your concern by scanning the QR code or by visiting: **https://acf.gov/uac-ombuds**

Concerns can be submitted anonymously.

Our office can also be reached via email at:

UAC.Ombuds@acf.hhs.gov

ADMINISTRATION FOR CHILDREN & FAMILIES