



March 15, 2024

PA-2024-04

Policy Alert

SUBJECT: Anti-Discrimination Policy

Purpose

U.S. Citizenship and Immigration Services (USCIS) is issuing policy guidance in the [USCIS Policy Manual](#) to further clarify its anti-discrimination policy pertaining to USCIS employees and contractors interacting directly or indirectly with members of the public.

Background

USCIS does not tolerate the discriminatory treatment of any persons. USCIS considers discrimination to be the unlawful treatment of a person or group of persons based on their membership, or perceived membership, in a protected class or group. It is USCIS policy to treat the public in a non-discriminatory manner regardless of whether they belong to a class or group specifically protected under federal anti-discrimination laws or other legal authorities.

This guidance, contained in Volume 1 of the Policy Manual, is effective immediately. The guidance contained in the Policy Manual is controlling and supersedes any related prior guidance.

Policy Highlights

- Clarifies USCIS' anti-discrimination policy, specifically as it pertains to USCIS employees interacting directly or indirectly with members of the public.
- Confirms that USCIS provides agency-wide training on USCIS' anti-discrimination policy to all its employees and contractors who interact directly or indirectly with members of the public.
- Affirms that USCIS is committed to providing consistent public service in accordance with its mission statement and core values.¹

Summary of Changes

Affected Section: Volume 1 > Part A > Chapter 6, Disability Accommodation Requests

¹ See the USCIS [About Us](#) webpage.

- Adds clarifying language to Section A (Background) and link to the new anti-discrimination policy in Chapter 9 at the end of footnote 2.

Affected Section: Volume 1 > Part A > Chapter 8, Conduct in USCIS Facilities

- Adds new introductory paragraph immediately following the chapter heading.

Affected Section: Volume 1 > Part A > Chapter 9, Feedback, Complaints, and Reporting Misconduct (new title)

- Revises Chapter 9 title from “Feedback, Complaints, and Reporting Misconduct” to “Feedback, Complaints, Misconduct, and Discrimination” and Section C title from “Reporting Allegations of Misconduct” to “Allegations of Misconduct.”
- Revises Section C, Subsection 2 (Reporting Employee Misconduct) in its entirety.
- Revises and incorporates the guidance in Section C, Subsection 3 (Allegations of Discrimination) into new Section D (Allegations of Discrimination).
- Redesignates existing Section D (Reporting Fraud, Abuse, and Scams) as Section E.

USCIS may also make other minor technical, stylistic, and conforming changes consistent with this update.

Citation

Volume 1: General Policies and Procedures, Part A, Public Services, Chapter 6, Disability Accommodation Requests [[1 USCIS-PM A.6](#)]; Chapter 8, Conduct in USCIS Facilities [[1 USCIS-PM A.8](#)]; and Chapter 9, Feedback, Complaints, Misconduct, and Discrimination [[1 USCIS-PM A.9](#)].