

# How to Report a Civil Liberties or Privacy Violation

## **PLEASE NOTE:**

**Due to the current COVID-19 pandemic, the submission and response procedures for all Privacy and Civil Liberties complaints will be temporarily modified. See below for details.**

Civil liberties are fundamental rights and freedoms protected by the Constitution of the United States. Most civil liberties (including freedom of speech, assembly, press and religion) are concentrated primarily in the Bill of Rights. [Click here](#) for additional information about civil liberties.

The Department of Defense (DoD) is committed to the protection of the civil liberties and privacy of DoD employees, members of the military, and the public, to the greatest extent possible, consistent with its operational requirements. The Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD) is charged with implementing the DoD's Privacy and Civil Liberties programs through advice, monitoring, official reporting, and training. The information contained on this page serves to assist individuals who allege that the DoD violated their civil liberties or privacy rights.

## **Steps for Submitting Your Complaint Letter:**

At this time DPCLTD cannot accept complaints by mail, fax, or telephone. To report a civil liberties or privacy violation to the DPCLTD, please email your complaint letter as an attachment to the DPCLTD Civil Liberties Correspondence Box at:

[osd.ncr.ocmo.mbx.cl-correspondence@mail.mil](mailto:osd.ncr.ocmo.mbx.cl-correspondence@mail.mil)

Your letter will help DPCLTD determine if your complaint raises a civil liberties or privacy concern. Your letter also will help DPCLTD decide whether your complaint can be referred to a DoD component office for investigation. If your letter does not include all of the information below, DPCLTD may be unable to process your complaint. The following information must be included in your letter:

## **Your Current Contact Information:**

- Name
- Address (please indicate if this is a home or work address)
- Phone number(s) (please indicate if this is a cell, work, or home number, and if DPCLTD or other staff may leave a voicemail)
- Email address
- Preferred method of contact
- Preferred time of contact (between 8:00 a.m. - 4:00 p.m. Eastern Time, M-F)
- Contact information of any other person(s) representing the complainant. For example, a lawyer or legal representative.

## **Information about Your Complaint:**

- Date and location of the alleged violation. Please state if the violation is ongoing.
- Information about the person, program, policy, or procedure your complaint is about
- Explain which civil liberty or how privacy was violated
- Whether the violation was reported to any other authorities and what action, if any, was taken
- Any other relevant information you believe will help DPCLTD assist you with your complaint
- Your Signature and the Date

## **Before You Submit Your Complaint Letter:**

- Maintain a copy of your submitted complaint letter for your files
- Make certain that your signed complaint letter is concise and legible
- Be prepared to answer additional questions from DPCLTD and/or DoD component offices related to your complaint letter
- Recognize that DPCLTD may be unable to refer certain complaint letters to DoD component offices for investigation. This includes:
  - Anonymous complaints
  - Duplicate complaints concerning the same complainant and civil liberties or privacy issue, and
  - Complaints under investigation or complaints that received a final action or decision by the appropriate DoD component office
- Understand that all investigations of civil liberties and privacy complaints are conducted by DoD component offices, not DPCLTD

## **What Happens After You Submit Your Complaint Letter?**

- DPCLTD will acknowledge receipt of your complaint letter
- DPCLTD will review your complaint letter to make an initial determination if your letter raises civil liberties or privacy concerns
- After thoroughly reviewing your complaint letter, DPCLTD will notify you by email of any action taken with regard to your letter:
  - Complaint letters containing a civil liberties or privacy concern will be forwarded to the appropriate DoD component office for investigation. DPCLTD's letter will provide you with the contact information for the office.
  - Complaint letters without civil liberties or privacy concerns will not be referred to a component for investigation

## **Privacy Act Statement**

**Authority:** 10 U.S.C. 113, Secretary of Defense; 42 U.S.C. 2000ee-1, Privacy and Civil Liberties Officers.

**Purpose:** Information is collected to assist DPCLTD in processing complaints from DoD employees, members of the military, and the public who allege that the DoD violated their civil liberties or privacy rights.

**Routine Uses:** Information may be disclosed for any of the DoD “Blanket Routine Uses” published at <https://dpcltd.defense.gov/Privacy/SORNsIndex/Blanket-Routine-Uses>. DoD employees and members of the military are encouraged to contact their Component Chief Civil Liberties Officer, Component Privacy Act Officer, or local chain of command for further details. Public inquiries should be mailed to: Department of Defense, Office of the Chief Management Officer, Directorate for Oversight and Compliance, 4800 Mark Center Drive, Mailbox #24, Suite 08D09, Alexandria, VA 22350-1700.

**Disclosures:** Voluntary; however, failure to provide the information may result in DPCLTD’s inability to process your complaint letter.

**Last Updated:** April 2020