

U.S. Department of Homeland Security
Traveler Redress Inquiry Program (TRIP)
601 South 12th Street, TSA-901
Arlington, VA 20598-6901



**Homeland
Security**

April 08, 2010

Mr. Gilbert Ramez Chagoury
C/O Roger Abi Zeid ESQ
1940 Duke Street
Alexandria VA 22314
United States

Control Number: 2054001

Dear Mr. Chagoury:

Thank you for submitting your Traveler Inquiry Form and identity documentation to the Department of Homeland Security (DHS) Traveler Redress Inquiry Program (TRIP) concerning the difficulties you are experiencing clearing inspection at a U.S. port of entry. We have completed our review of this matter.

First, let us apologize for any inconvenience or unpleasantness you have experienced. On behalf of DHS, let me assure you that it is not our intent to subject the traveling public to unwarranted scrutiny. The traveling public is entitled to, and is accorded, the utmost courtesy and facilitation we can offer within the limits of our law enforcement responsibilities. Regrettably, the results of our efforts cannot always be as you might hope.

Please understand that in order to detect those international travelers involved in illicit activities, we must, at times, unfortunately inconvenience law-abiding travelers. We are especially aware of how those selected for inspection may perceive the inspection process as upsetting, uncomfortable, inconvenient, and stressful. That is why we try to emphasize to our officers on a nation-wide basis the need to perform their duties with the highest levels of courtesy and professionalism.

While DHS cannot guarantee complete freedom from intensive inspections, whether the inspections are random or specific, we can strive for a better understanding of our mutual needs. DHS must rely upon the professional judgment of individual inspections officers to determine the extent of examination necessary and to do their best to differentiate between travelers who are of interest to DHS, and those who are not.

Although we can neither confirm nor deny that DHS has records or information that prompted this inspection, if DHS has determined based on your correspondence that there is a need to make changes or corrections to any such record or information, should it exist, I can assure you such changes or corrections have been made.

Again, please accept our apologies for any inconvenience you have experienced during your recent travel into a U.S. port of entry. We hope that your future encounters with DHS will be of a more pleasant nature. To contact DHS TRIP, you may send an email to TRIP@dhs.gov or write to the following address:

DHS Traveler Redress Inquiry Program (TRIP)
601 South 12th Street, TSA-901
Arlington, VA 20598-6901

Sincerely,

A handwritten signature in black ink, appearing to read "J. B.", written over a horizontal line.

Jim Kennedy
Traveler Redress Inquiry Program