

Immigration Information

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2.1 Defining Customer Service for Adjudications.

The United States Citizenship and Immigration Services (USCIS) is committed to providing excellent customer service. USCIS applicants have a clear set of expectations regarding customer service in the area of adjudications. \ 1

- Courteous and Professional Service. Applicants want USCIS staff to listen to their concerns and treat them with respect.
- Fair and Consistent Treatment. Applicants want their experience with USCIS to be uniform regardless of location.
- Timely Service. Applicants want their applications for benefits to be processed in a reasonable time. They also want to get information or answers to inquiries without having to wait too long.
- Accessible Information. Applicants want information to be readily accessible, particularly information that they can expect of the process and information about the status of their applications.
- Accurate/Helpful Information. Applicants place a high priority on consistent up-to-date information that they can rely on.

To meet these expectations, when interacting with applicants you should be:

- Courteous,
- Professional, and
- Knowledgeable.

This chapter provides you with information that will help you meet these goals. Specifically, this chapter provides some background information by:

- Describing the role of adjudicators in providing customer service,
- Describing our customers, and
- Discussing customer service in a multi-cultural environment.

The chapter will then describe the core elements that will guide your interactions with applicants:

- Courtesy
- Professionalism
- Knowledge

While these elements establish a baseline for excellent service, we recognize that some interactions are particularly challenging. With this in mind, the chapter will discuss how to interact courteously, professionally,

knowledgeably with:

- Applicants with disabilities, and
- Applicants who are upset.

While this chapter offers many suggestions, each interaction with an applicant will be different. With this, these suggestions were not designed to function as a "script" for handling every possible scenario you encounter. Use the suggestions in this chapter as a starting point, and adapt them to the specific situations you encounter.

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