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# United States Senate

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November 28, 2017

[REDACTED]

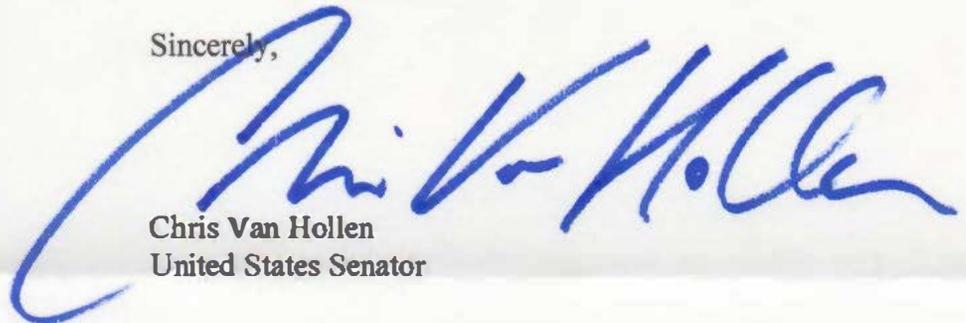
Dear [REDACTED]

I am writing to give you an update regarding your request for assistance with the United States Secret Service.

According to the enclosed letter, my inquiry on your behalf has been forwarded to the United States Secret Service Office of Professional Responsibility for further review. I will contact that office for an update.

If you have any questions, please contact Naki Frierson of my staff at (301) 545-1500 or at [naki\\_frierson@vanhollen.senate.gov](mailto:naki_frierson@vanhollen.senate.gov).

Sincerely,



Chris Van Hollen  
United States Senator

CVH/nf

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**OFFICE OF INSPECTOR GENERAL**  
Department of Homeland Security

Washington, DC 20528 / [www.oig.dhs.gov](http://www.oig.dhs.gov)

November 24, 2017

The Honorable Chris Van Hollen  
United States Senate  
110 Hart Senate Office Building  
Washington, DC 20510

Dear Senator Van Hollen:

On November 13, 2017, we received from Department of Homeland Security headquarters your May 31, 2017 correspondence regarding the concerns of your constituent, [REDACTED]. [REDACTED] seeks information about a complaint he filed with our office.

[REDACTED] submitted two complaints to the DHS OIG Hotline: one on April 27, 2017 and a second complaint on May 8, 2017. We reviewed his complaints and determined that the issues he raised would be more appropriately addressed by the United States Secret Service (USSS), Office of Professional Responsibility (OPR). At the time that we received [REDACTED] complaints, we attempted to refer them to USSS OPR. Upon receipt of your letter, however, we discovered that our referrals were made in error to an incorrect office within USSS. On November 14, 2017, we referred successfully both complaints to USSS OPR. Accordingly, our office will be taking no further action on the complaints. For information about how USSS handled [REDACTED] complaints following our referral, please contact them directly.

Sincerely,

Erica Paulson  
Assistant Inspector General  
for External Affairs

cc: United States Secret Service  
Office of Congressional Affairs