




- [Topics](#)
 - [In Focus](#)
 - [How Do I?](#)
 - [Get Involved](#)
 - [About DHS](#)
- [News](#)
- [Traveler Redress Inquiry Program](#)
 - [DHS TRIP](#)
 - [Step 1: Should I Use DHS TRIP?](#)
 - [Step 2: How to Use DHS TRIP](#)
 - [Step 3: After Your Inquiry](#)
 - [Redress Control Numbers](#)

Enter Search Term
On DHS.gov

> [Topics](#) > [Transportation Security](#) > DHS Traveler Redress Inquiry Program (DHS TRIP)

[Share / Email](#) 

Traveler Redress Inquiry Program

- [DHS TRIP](#)
- [Step 1: Should I Use DHS TRIP?](#)
- [Step 2: How to Use DHS TRIP](#)
- [Step 3: After Your Inquiry](#)
- [Redress Control Numbers](#)

DHS Traveler Redress Inquiry Program (DHS TRIP)

The Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs - like airports - or crossing U.S. borders.

This includes:

- watch list issues
- screening problems at ports of entry
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs



DHS TRIP is part of an effort by the departments of State and Homeland Security to welcome legitimate travelers while still securing our country from those who want to do us harm.

[Collapse All Sections](#)

Who Should Use DHS TRIP?

People who have been denied or delayed airline boarding; have been denied or delayed entry into or exit from the U.S. at a port of entry or border crossing; or have been repeatedly referred to additional (secondary) screening can file an inquiry to seek redress.

- [Step 1: Should I use DHS TRIP?](#)

How does DHS TRIP work?

DHS TRIP routes your redress request to the appropriate office for review and adjudication. When you apply for redress, you will be assigned a record identifier or [Redress Control Number](#).

You should keep your redress control number. You can use it to look up your complaint status online and to book airline tickets after your complaint is resolved.

- [Step 2: How to use DHS TRIP](#)
- [Step 3: After your inquiry](#)

How is redress information used?

The Department of Homeland Security safeguards the privacy of any personal information that you provide in your inquiry to DHS TRIP. The information that you provide will be used only to process your request for redress.

- [More information on DHS TRIP and your privacy.](#)

Getting started with DHS TRIP

- [Learn more about TRIP](#)
- [Go to DHS TRIP to File a Complaint / Apply for Redress](#)

TRIP@dhs.gov

Last Published Date: August 27, 2018

Was this page helpful?

Yes No

Submit

> [Topics](#) > [Transportation Security](#) > DHS Traveler Redress Inquiry Program (DHS TRIP)

Topics

Get
Involved

How Do I?

News

About DHS

Site Links

[DHS Components](#)

[Accountability](#)

[Privacy](#)

[FOIA](#)

[No Fear Act](#)

[Accessibility](#)

[Plain](#)

[Writing](#)

[Plug-ins](#)

[Inspector General](#)

[The White House](#)

[USA.gov](#)