
From: mail.relay@mailmanager.net [mailto:mail.relay@mailmanager.net] **On Behalf Of** Mathew Thomas
Sent: Saturday, March 24, 2007 1:51 AM
To: Director, Regulatory Management Division
Subject: Vermont Service Center-Mistreating US Citizens

Mathew Thomas
8607 Compass Ct.,
Laurel, MD 20708-3501

March 24, 2007

Director, Regulatory Management Division
U.S. Citizenship and Immigration Services
Department of Homeland Security
111 Massachusetts Ave. NW, 3d Floor
Washington, DC 20529

Director, Regulatory Management Division:

Dear Sir/Madam:

I would like to address a problem with your Vermont Service Center and USCIS customer service Center. Your staff are mistreating, mishandling, and lack of customer service.

I am a US Citizen and I filed for my wife with at your Vermont service Center (I-130) about 8 months ago. They are not processing any cases last 8-12 months. espically these cases are more impacting US Citizen and their family.

I made numerous telephone call to USCIS Customer Service Centers and Washington DC Customer Service center. I believe that these staff are uneducated about USCIS process and don't care about public because they don't answer any questions, I am asking about my cases. In many occasions, I ask help from these service center and they refused or they don't know what to do or who to speak about cases.

I hope your deparment can take any actions againt the people who is responsible/accountable for this mess.

Sincerely,

Mathew Thomas
3019089168

