

# Methods of Redress for **TSA** Concerns



January 29, 2026

## **IN PERSON**

- **Request a Supervisor:** You can ask to speak with a supervisor at the checkpoint for immediate assistance and to register your complaint.

## **TSA CONTACT CENTER**

- **Online Portal:** [www.tsa.gov/contact/customer-service](http://www.tsa.gov/contact/customer-service)
  - **File a complaint:** use the portal to submit complaints or request information.
  - **Use Social Media:** Use the online portal to contact TSA via the following social media accounts:
    - X Post
    - FB Messenger
    - Apple Messages
  - **Text:** Text "Travel" to AskTSA (275-872)
  - **Phone:** Call (866) 289-9673
    - Weekdays - 8 a.m. - 11 p.m. (ET)
    - Weekends and Holidays - 9 a.m. - 8 p.m. (ET)

## **DHS TRAVELER REDRESS INQUIRY PROGRAM**

DHS TRIP provides a single point of contact for individuals experiencing difficulties during travel screenings at transportation hubs (e.g., airports and U.S. borders). Difficulties may include:

- Denied or delayed airline boarding,
- Repeated additional screening, or
- Denied or delayed entry into the United States.

**Website:** <https://www.dhs.gov/dhs-trip>

*If you have used any of these methods of redress, share your experience at [www.cchfreedom.org](http://www.cchfreedom.org).*

**For more information, go to [RefuseRealID.org](http://RefuseRealID.org)**