Before you contact our office for assistance with your problem, please determine if we can help you with your case. For some problems, we may not have the authority or jurisdiction to help you.

Our office can help you with a federal agency. A federal agency is an organization that reports to the executive branch of the United States government. Examples of such agencies include the Social Security Administration (SSA), the Internal Revenue Service (IRS), the Postal Service (USPS), and the Department of Homeland Security (DHS). If your concern is with a federal agency, our office is authorized to investigate on your behalf.

Remember: you must have already filed an application, petition, formal complaint or otherwise contacted the federal agency in writing before our office can lend a hand.

Cases Our Office Cannot Help You With

Unfortunately, we cannot help you if your problem is with a state or local agency. Examples of local and state issues include:

- Lost driver's license
- Worker's compensation
- Insurance fraud
- Police and criminal investigations
- Child support

Also, because of the constitutional separation of powers, judicial matters do not fall under our jurisdiction. Examples of judicial matters include:

- Divorce, child custody, or other civil disputes
- Criminal trials

Things You Should Know

- According to the U.S. House of Representatives Committee on Standards of Official Conduct, our office cannot act as an attorney or offer legal assistance in any way.
- While our office will make my best efforts to assist you, please remember that federal agencies have discretion concerning decisions on individual cases and have the final say on the outcome.