Transportation Security Administration

# Complaint/Compliment Data Form

**Date** _____ **Checkpoint** _____
**Time** _____ **Lane (if known)** _____

**Type of complaint**

- ☐ **Civil Rights/Discrimination**
- ☐ **Non-standard screening**
- ☐ **Inappropriate Contact**
- ☐ **Suspected theft by screener**
- ☐ **Improper handling of property**
- ☐ **Screener inattentive to duties**
- ☐ **Discourteous treatment**
- ☐ **Slow processing at checkpoint**
- ☐ **Suspected theft by passenger due to screener negligence**
- ☐ **Lax Screening**
- ☐ **Lack of Privacy**

**Type of compliment**

- ☐ **Courteous Treatment**
- ☐ **Screener Professionalism**
- ☐ **Increased Security/Confidence**

**Other Complaints**

**Other Compliments**

- ☐ **Other**

Aggrieved screener known?
Yes No
If yes, name _____

**Additional Information** _____

**Action Taken** _____

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