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# Comment Submitted by Greg Siskind

Posted by the **U.S. Citizenship and Immigration Services** on Jan 28, 2022

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This is welcome and will hopefully mean an improvement in overall customer service. Of course, providing an easy channel to notify the agency is only valuable if the government commits to dealing with these requests in a timely manner. USCIS should commit to a response time for the different types of requests and provide the opportunity to speak to a person about the problem if there is no meaningful response in a timely manner.

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