

**TSA CONTACT CENTER RECORD**

EID: 1027822  
Contact Date: 7/6/2013 4:58:00 PM  
Incident Date: 7/6/2013 7:00:00 AM  
Medium: Inbound Call

Contact Type: ODPO  
Contact Status: Closed  
Linked Event IDs:

**Passenger Contact Information:**

Contact Prefix:  
Contact First Name: (b)(6)  
Contact Middle Initial:  
Contact Last Name: (b)(6)  
Contact Suffix:  
Contact Phone: (b)(6)  
Contact Email: (b)(6)

Contact Address 1:  
Contact Address 2:  
Contact City:  
Contact State:  
Contact Zip:  
Contact Country:  
Contact Fax:

**Passenger Inquiry:**

Subject: Discrimination Complaint

Disability Description: Callers mother flew this morning, the 06 July 2013 from ORD and went through screening at or around 0700 hours. Caller states that her mother is a breast cancer survivor who had an awful experience at the checkpoint. Caller states that her mother received additional screening that included a full patdown of the breast. Caller states that she understands patting down the underwire of the breast but a full patdown of the breast is excessive. Caller indicates that her mother feels as though she was singled out because she was a breast cancer survivor and the caller feels as though this is extremely discriminatory. Caller indicates that the breast is an extremely intimate place that should not be rubbed in the manner that it was. Caller expressed that her mother feels extremely violated and the caller feels that being violated in this manner is on the same level as rape. Caller has indicated that her mother will never travel again because of the patdown that she received.

Caller states that if she does not hear from the CSM by Monday or Tuesday, she will contact the media and possibly get some money from TSA.

Response Details: For your complaint to be considered complete according to Department of Homeland Security Regulations for Section 504 of the Rehabilitation Act (8 C.F.R. 15.3(b) and 15.70(d)(3)), it must:

- Be filed within 180 days of the alleged act of discrimination;
  - Be in writing;
  - Include the name and address of the complainant;
  - Include the date of the alleged act of discrimination;
  - Describe the alleged discriminatory action in sufficient detail to inform TSA of the nature of the alleged act of discrimination; and
  - Be signed by the complainant or someone authorized to sign on behalf of the complainant.
- In order to appropriately address your concerns, we also need to know the airport at which you were screened by TSA.

TSA accepts e-mails as being signed. TSA encourages passengers to file complaints on their own behalf. If you are filing a complaint on behalf of someone else, please include a statement regarding your authorization to file the complaint on his or her behalf.

Any of the above requirements can be waived for good cause. If you are requesting that any of the above requirements be waived, please explain your good cause in your complaint.  
To file a complaint electronically, please send an e-mail to: [TSA-CRL@tsa.dhs.gov](mailto:TSA-CRL@tsa.dhs.gov) and be sure to place D-RFI in the subject line to allow for proper handling.

To file a complaint via the Internet, please visit <http://www.tsa.gov/traveler-information/travelers-filing-complaint>

TSA recommends that you file your complaint via e-mail or Internet in order to expedite processing.

John S. Pistole  
Administrator  
Transportation Security Administration  
601 South 12th Street, TSA-1  
Arlington, VA 20598

Later advised the caller that the John S Pistole address was the improper address.

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