



TRANSPORTATION  
SECURITY  
ADMINISTRATION

O'Hare International Airport (ORD)

DATE 7/29/2013

### MEMORANDUM (TO/FROM)

TO: STS (b)(6)

FROM: (Print (b)(6) CP 10 BAG AM/PM/ON

SUBJECT: CUSTOMER COMPLAINT

ON JULY 29, 2013 AT 2015, I RESPONDED TO A CODE 3 AT CHECKPOINT 6A. THERE WAS A GENTLEMAN, WHO WANTED TO KNOW HAVE WE DONE ANYTHING ABOUT TSO (b)(6) I WAS UNSURE OF WHOM HE WAS SPEAKING ABOUT OR WHAT THE SITUATION WAS ABOUT. THE PERSON BEGAN TO TELL ME HOW TSO (b)(6) STUCK HIS HANDS DOWN HIS PANTS AND GRABBED THE TOP OF HIS PENIS AND PLACED HIS FINGERS IN HIS BUTT CRACK. HE THEN TRIED TO EXPLAIN TO THIS MAN THAT OFFICERS HAVE TO SEARCH THE BELTLINE AND IF THAT HE WAS POSSIBLY MISTAKEN. THE PERSON WAS SURE THAT HE WAS VIOLATED AND WANTED TO TALK TO A SUPERVISOR. I WALKED HIM DOWN TO CHECKPOINT 7A AND STS (b)(6) TRIED TO GIVE THE GUY THE DIRECT NUMBER TO CUSTOMER SERVICE, BUT HE REFUSED. HE STATED THAT HE HAD FILLED OUT A COMPLAINT CARD ON THE 13<sup>th</sup> OF JULY AND NOTHING HAS BEEN DONE. HE SAID HE IS GOING TO FILE A POLICE REPORT WITH CHICAGO POLICE DEPARTMENT AND FILE A LAWSUIT AGAINST TSA AND OFFICER (b)(6) AND WALKED AWAY.

SIGNATURE (b)(6)

TSA-ORD 3700-2 (REV. 9-28-12)

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