



CUSTOMS & QUARANTINE AGENCY, GUAM

Guam's First Line of Defense | Protecting Our Island, Our People, and Our Resources

Director's Office

*Director of Customs – James T. McDonald
Acting Chief of Customs – Major Philip S.N. Taijeron, Jr.*

FOR IMMEDIATE RELEASE

November 23, 2016

Public will soon be able to report agency concerns online

BARRIGADA, GUAM – This Customs and Quarantine Agency is working to make an online resource for reporting instances of corruption, abuse, and/or misconduct available to the public within a few months.

“As law enforcement, our employees are held to a higher ethical standard than those in other fields because the public entrusts us to serve and protect. This reporting resource will help our agency ensure the standard is being upheld by allowing the public we serve to contribute,” said James T. McDonald, Director of Customs.

Currently the public may make reports by calling the Internal Affairs Section at (671) 475-6243, however, in today's online climate, making it possible to report online with the option of anonymity might prove more convenient and therefore widely used.

Though the majority of employees of the agency are honest, hardworking men and women in blue, a few bad apples spoils the reputation of the rest. “I believe in our officers and trust that they honor the oath they took when joining the agency. However, the CQA will not tolerate dishonesty from any of our employees. If we need to enlist the support of other agencies to investigate our own, we will,” McDonald.

This is one way in which the Agency is working to enhance its public service practices, promote employee accountability, and provide a more efficient way in which the public may voice their concerns.

For more information, please contact our Public Information Officer Ms. Jessi Santos at (671) 475-6202 or email jessi.santos@cqa.guam.gov.

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