



## **HELP US HELP YOU**

### **TO EXPEDITE YOUR REQUEST, PLEASE READ THE IMPORTANT INFORMATION BELOW:**

The Texas Department of Public Safety, Crime Records Service (CRS) is the Texas repository for criminal history information. The information reported on your Criminal History Record Information (CHRI) report is provided to CRS by various criminal justice agencies (i.e. police departments, prosecutors, court clerks, Texas Department of Criminal Justice, etc.). If you feel your CHRI should be modified, our Error Resolution process gives you the opportunity to do this if the necessary supporting documentation is provided to us. Please follow the guidelines listed below for changes involving arrest and/or disposition data. Be sure to submit any required documentation along with your Error Resolution form.

#### **Arrest Data**

To modify arrest data (i.e. arrest charges, date of arrest, etc.) stated on your CHRI report, YOU must contact the arresting agency. CRS requires written notification on the letterhead from the ARRESTING AGENCY to correct this information.

#### **Disposition Data**

To correct and/ or update missing disposition data, YOU must contact the court of jurisdiction and request a certified copy of the disposition. Once you have obtained the certified court document, forward it to CRS Error Resolution Unit to update your CHRI. Be advised, photo static copies are NOT acceptable unless they contain an embossed (raised design) seal from the issue court.

Mail: Texas Department of Public Safety  
Crime Records Service  
Error Resolution Unit  
P.O. Box 4143  
Austin, TX 78765-4143  
Fax: 512-424-5577  
Email: [error.resolution@dps.texas.gov](mailto:error.resolution@dps.texas.gov)

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Chapter 411, Subchapter F, Texas Government Code governs the access and use of CHRI data. That statute follows the national model established in federal regulation for the nation-wide CHRI file managed by the FBI. In addition, certain federal statutes affect the use of the Texas CHRI. The Texas CHRI data can only be disseminated from DPS:

- (1) To criminal justice agencies for criminal justice purposes which includes law enforcement agencies during investigations.
- (2) To entities identified in the Government Code (and a few other statutes) for background searches for specific non-criminal justice purposes such as:
  - a. Certain governmental licenses (medical, law, educator, etc.)
  - b. Certain jobs serving vulnerable populations, especially children, the elderly and the disabled (daycare centers, nursing homes, hospitals, mental health workers, etc.)
  - c. Certain security sensitive jobs, such as nuclear power plants, financial institutions, etc.
  - d. Brady firearm sales
- (3) To the person himself or herself
- (4) For certain research purposes

For your information, CHRI data is only removed from a record when a court issues an order of expunction.

FAQs: [www.txdps.state.tx.us](http://www.txdps.state.tx.us)



## **Who Can Provide Information Regarding Your Case**

**Local Police Department**-Maintain records for arrests made within the city limits and their records department may be able to assist with your open records request.

**County Sheriff's Office** -Maintain records within the county-wide jurisdiction and their records department may be able to assist with your open records request.

**County District Attorney's Office** -Represents the state in any stage of a criminal case before a state court of appeals if they consider it necessary for the interest of the state (Primarily on felony offenses).

**County Attorney's Office** -Prosecutes misdemeanor crimes and obtains protective orders.

**County District Clerk's Office** -Is the custodian of all court documents that are a part of any case and is responsible for the security of the records. Additionally, the District Clerk is responsible for docketing, indexing and recording, collecting fees, fines and court costs and managing all funds held in litigation; and performs such other duties as are imposed by statute or rule (primarily felony offenses).

**County Clerk's Office** - Files new cases, collects fees associated with cases and attends court. The clerk issues citations, writs, abstracts, judgments and impanels juries as required. The clerk also approves bonds, administers oaths, issues subpoenas, and attends all court proceedings (primarily for misdemeanor offenses).

**Community Supervision & Corrections Division (CSCD)** -Provides support services to the courts by attending court proceedings and preparing paperwork for offenders placed under supervision, as well as preparing presentence reports, or social histories, on most felony offenders who go through the court system, and most legal documents for the modification and revocation of probationers.

**Texas Juvenile Justice Department (TJJD)**-Works in partnership with local juvenile boards and juvenile probation departments to support and enhance juvenile probation services throughout the state.

**Texas Department of Criminal Justice (TDCJ)**-Manages offenders in state prisons, state jails and private correctional facilities that contract with TDCJ. The agency also provides funding and certain oversight of community supervision (previously known as adult probation) and is responsible for the supervision of offenders released from prison on parole or mandatory supervision.

**Justice of the Peace** -Rules over minor criminal court cases in which the result is only punishable by fine such as traffic hearings (primarily Class C offenses).

**Municipal Court** -Relates to crimes relating to public safety and quality of life issues. Municipal Courts and justice courts in Texas have become the primary venue for acts of misconduct (primarily Class C offenses).

**We will only accept certified court documents for your original and final judgments.**

**We will not accept computer print outs / screen shots of the court information.**

**Any disposition information obtained from the Police Department, Sheriff's Office, District and/or County Attorney's office along with Justice of the Peace and Municipal Courts must be on their office letterhead specifically stating the years the records were searched along with the resolution to the arrest in question.**

Phone numbers and contact information for Texas Courts can be located at <http://www.courts.state.tx.us> or the Texas State Directory at [www.txdirectory.com](http://www.txdirectory.com), <http://www.tdcj.state.tx.us>. You can also email [Error.Resolution@dps.texas.gov](mailto:Error.Resolution@dps.texas.gov).



## **Error Resolution Form**

**TO EXPEDITE YOUR REQUEST, PLEASE SUBMIT THIS FORM AND ALL THE DOCUMENTATION PERTAINING TO YOUR REQUEST TO:**

Mail: Texas Department of Public Safety  
Crime Records Service  
Error Resolution Unit  
P.O. Box 4143  
Austin, TX 78765-4143

**Name:** \_\_\_\_\_

**DOB:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Additional information:**

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