



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: errorresolution@txdps.state.tx.us

Once the documents are received, the Error Resolution Unit will apply the updates and an updated copy of the record will be mailed to you.

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 (day care centers, nursing homes, hospitals, mental health workers, etc.)
 - c. Certain security sensitive jobs, such as nuclear power plants, financial institutions, etc.
 - d. Brady firearms 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