

Attorney General's Complaint System for Victims' Rights

THE PROCESS

Individuals may file a victims' rights complaint with the Arizona Attorney General's Office of Victim Services (OVS) if they believe one or more of their rights under the Arizona Victims' Bill of Rights (Article II, Sec 2.1) and Arizona Revised Statutes (A.R.S.) Chapter 40 Title 13 and Title 8, Chapter 3 Article 7 were not provided to them during the course of a criminal prosecution.

The State Victims' Rights Administrator for Compliance (Compliance Administrator) is not a victim advocate but works to promote compliance with victims' rights. The Compliance Administrator receives and examines complaints in a neutral and unbiased manner and facilitates resolution in furtherance of the law. The Compliance Administrator assists crime victims by addressing victims' complaints and conducting inquiries into alleged violations of victims' rights laws. Please be aware, this office's role is limited to reviewing narrow, statutory issues arising under Arizona's victims' rights laws. **This office does not represent crime victims in criminal cases and does not have authority to intervene in pending criminal matters, file pleadings, seek relief from the court, or otherwise litigate issues on a victim's behalf.** The position is procedural in nature and is limited to determining whether there is a potential violation within the narrow areas authorized for review.

All victims' rights complaints must meet the following criteria.

1. The complainant must be a crime victim, a victim's lawful representative, or legal counsel of the crime victim or lawful representative. [[Click here for the legal definitions of a crime victim and lawful representative.](#)]
2. Must allege that an agency has violated victims' rights under the [AZ Victims' Bill of Rights](#), Arizona Revised Statutes (A.R.S.) [Title 13, Chapter 40](#) or [Title 8, Chapter 3, Article 7](#).
3. Must allege a victims' rights violation that occurred not more than one (1) year prior to the date the complaint is received by OVS, unless the issue is ongoing.

All victims' rights complaints must contain:

- the name and date of birth of the person filing the complaint (anonymous complaints cannot be processed)
- contact information for the complainant including address and telephone number;
- the name and date of birth of the victim in the case, if different from the complainant;
- a description of how you believe the subject agency (agency involved) violated victims' rights. Specific laws are not necessary but be as clear as possible.
- the facts on which the allegation is based;
- the name and number of your attorney if you are represented; and
- if known, the name and contact information of the subject agency.

Please note: the information provided in the complaint and provided to the Compliance Administrator is not privileged or confidential and may be shared with the government or legal agency that is the subject of the complaint or other relevant parties.

Additional complaint information:

A written complaint may also contain the following information to help facilitate the process:

- a chronological listing of dates and events relevant to the complaint process;
- copies of any relevant documents that should be reviewed;
- case numbers or police report numbers;
- name of the defendant.

Submit the complaint online at <https://www.azag.gov/complaints/victims-rights>, by email at VictimRights@azag.gov or in writing to the Office of Victim Services, 2005 North Central Ave, Cap. Bldg., Phoenix, AZ 85004.

Within 10 business days of OVS' receipt of the complaint, if the Compliance Administrator determines that there *may* be a violation, the Compliance Administrator will contact the complainant, or legal counsel if represented, to acknowledge receipt of the complaint, clearly identify the issue(s) presented, and gather any other information necessary to conduct an investigation. The Compliance Administrator will forward a copy of the complaint to the subject agency to gather additional information.

As part of the investigation, the Compliance Administrator may collect relevant documents from both the complainant and agency involved, and conduct interviews with key personnel who provide and supervise mandated victim services. Once the investigation is complete, if a violation is found, the Compliance Administrator will send a letter to the subject agency that provides the findings specific to the complaint allegations with recommendations to improve policy and procedure, training opportunities, or other methods to prevent future violations of victims' rights. Notice will be provided to the complainant.

The Compliance Administrator cannot:

- Investigate any rights or issues outside of those enumerated in A.R.S. §§ 13-4401 through 13-4443, or §§ 8-381 through 8-422, including, but not limited to, civil matters, probate issues, landlord/tenant disputes, or general dissatisfaction with a case;
- Interfere in the decisions made by law enforcement or prosecutorial agencies related to the investigation, charging, or prosecution of a case;
- Investigate any alleged violations of defendants' rights.