

Frequently Asked Questions

1. Do you have procedures for expeditious handling?

No. The DPS Criminal History Records Section does not expedite requests.

2. Is there a fee for obtaining a criminal history record on myself?

No.

3. How long will it take to receive a response?

A response, including a copy of any existing criminal record information, will be mailed to the requester within 15 days of receipt of the completed Record Review Packet. No personal information regarding the identity or address of the requester will be included in the response.

4. Why do I need to Submit fingerprints?

A full set of legible rolled fingerprints is required to ensure positive identification of the individual requesting the record review.

5. Where can I get my fingerprints taken?

Your local, county, state or federal law enforcement agencies may take your fingerprints for a fee.

6. What if my fingerprints are continuously rejected?

Have multiple sets of fingerprints taken by a fingerprint technician. Mail all the fingerprint cards with your Record Review Packet to the Criminal History Records Section.

7. Can I use the fingerprint card I downloaded from this site?

Yes. We will accept the downloaded paper fingerprint card only for the purpose of requesting an Arizona record review. When you go to a law enforcement agency to be fingerprinted, they may prefer to use a fingerprint card on standard card stock. You may use the fingerprint card provided by the printing agency as long as all of the information identified in the instructions, including the agency and official taking the fingerprints, has been entered on the fingerprint card.

8. Will my fingerprint card be returned?

No. Due to concerns related to the protection of personally identifiable information, fingerprint cards are no longer being returned either for a “no record” response or with an Arizona criminal history record. The fingerprint card will be destroyed.

9. Do I need to notify the Criminal History Records Section if my address has changed since I submitted my request for my Record Review?

No. You are not required to contact the Criminal History Records Section with your change of address. However, you should contact the Post Office to verify you have updated your address and any mail sent to your old address will be forward to your new address.

10. If I feel that there is a mistake in my criminal record, how do I take care of it?

Upon receipt of the record review results, if you feel that your record is inaccurate or incomplete, you can challenge your criminal record by completing the “Review and Challenge of Arizona Criminal History Record Information” form which will be mailed to you with the results of the record review. Complete the Review and Challenge form and mail the form to the Criminal History Records Section at the address listed on the Review and Challenge form.

11. Can I receive the results of the record review and challenge by telephone?

No. The results of a record review and challenge will only be returned by mail.

12. How do I get a personal letter saying that I do not have a criminal record?

Letters are not provided for this purpose. After completing the record review and challenge process, if the results are negative, the written audit result will be mailed to you without a copy of a criminal record and will contain no name or other identifiers.