



Division of Criminal Justice Office for Victims Programs

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What to Expect when you File a Formal VRA Complaint

1. Upon receiving your complaint, Division of Criminal Justice (DCJ) staff will review your formal complaint and any attached information that you submit. DCJ staff will contact you once the initial review of your complaint has been completed to talk with you about the next steps in the formal complaint process.
2. Each allegation in your complaint must fall under the purview of the VRA and rise to the level of a violation of the VRA in order for that allegation to go forward as part of the VRA compliance process.
3. DCJ staff makes initial determinations as to whether the allegations in your complaint fall under the VRA and would rise to the level of a violation of the VRA. DCJ staff may also make a determination as to whether the identified agency(ies) met its obligations as enumerated in the VRA. *However, all formal VRA complaints are submitted to the VRA Subcommittee. The VRA Subcommittee makes the final findings and determinations concerning the allegations in formal VRA complaints.*
4. Your formal complaint and any attached information will be provided to the agency(ies) identified in your complaint.
5. It may take several months to resolve a VRA complaint. Your formal complaint may be submitted to the VRA Subcommittee for review more than once before the Subcommittee issues findings and determinations as to the allegations in your complaint.
6. DCJ is subject to Colorado's Open Records laws. Individuals can make requests for information and documents concerning VRA complaints. If you have any concerns about this, please contact a DCJ staff member.
7. The goal of the VRA compliance process is systemic change. The purpose of VRA compliance is to identify whether a violation of the VRA has occurred. If a violation has occurred, the goal of VRA compliance is to ensure that problems in the system are corrected so that future victims of crime are afforded their rights under the VRA. The Victim Rights Act, DCJ staff and the VRA Subcommittee do not have the authority to change what has happened or what is going to happen in a criminal case.
8. If you move or your contact information changes, please contact DCJ staff so that your contact information can be updated and DCJ staff can be in contact with you.