



City of Phoenix Police Department

DIAL 911 FOR AN EMERGENCY



Your Rights as a Crime Victim

This pamphlet contains information about your rights as a victim and about the services available to assist you.

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PHOENIX POLICE REPORT NUMBER

DATE

OFFENSE INFORMATION (See Page 3 for Prosecution Information)
PRIMARY OFFENSE:

Suspect's Name: _____

Suspect's Name: _____

Reporting Employee/Serial Number/Squad

Employee's Supervisor

CURRENT STATUS – See page 3 for more information	
<input type="checkbox"/> Initial Report Only	<input type="checkbox"/> Juvenile Referred but not detained
<input type="checkbox"/> Citation Issued	<input type="checkbox"/> Felony Arrest
COURT: _____	<input type="checkbox"/> Misdemeanor Arrest
DATE: _____	<input type="checkbox"/> Juvenile Detained
TIME: _____	

YOU HAVE CHOSEN TO Request Waive VICTIMS' RIGHTS

If you change your decision to request or waive your rights, or if you want to designate a lawful representative, contact the Phoenix Police Department or the applicable prosecutor's office (See Pages 2-3).



Phoenix Police Department Contact Information

If you have additional information that could be helpful to the investigation or have questions about your case, please contact the Phoenix Police Department Bureau identified on the front of this pamphlet and reference the report number.

<p style="text-align: center;">VIOLENT CRIMES BUREAU</p> <p>Assaults/Bias Crimes _____ (602) 262-6141 Homicide _____ (602) 495-5883 Robbery _____ (602) 262-6268</p>	<p style="text-align: center;">FAMILY INVESTIGATIONS BUREAU (602) 534-2121</p> <p>Sex Crimes Crimes Against Children Missing Persons Sex Offender Notification Vulnerable Adult Domestic Violence Internet Crimes Against Children</p>
<p style="text-align: center;">PROPERTY CRIMES BUREAU (602) 262-6674 or (602) 534-5940</p> <p>Auto Theft Burglary Commercial Crimes Document Crimes Graffiti</p> <p><i>For theft or burglary cases, if additional missing items need to be reported, call Crime Stop at 602-262-6151 or access online reporting at phoenix.gov/police.</i></p>	<p style="text-align: center;">OTHER INVESTIGATIVE BUREAUS</p> <p>Drug Enforcement and Human Exploitation and Trafficking _____ (602) 275-5886</p> <p>Vehicular Crimes _____ (602) 262 -6082</p>

**After-Hours (5:00 p.m. - 8:00 a.m.), Holidays, and Weekends: (602) 262-6141
 Crime Stop – Non-Emergency Crime Reporting: (602) 262-6151**

Victims' Rights

As a victim of a crime, you have a right to be treated with fairness, respect, and dignity and to be free of intimidation, harassment, or abuse throughout the justice process. (See Arizona Constitution, Article II, § 2.1.)

Agencies and courts within the justice system are required to perform certain duties to ensure that you receive your rights.

A victim's rights—and the Phoenix Police Department's duties—arise on the arrest or formal charging of the person alleged to be responsible for a criminal offense against a victim. The rights and duties continue to be enforceable until the final disposition of the charges, including acquittal or dismissal of the charges, all post-conviction release and relief proceedings and the discharge of all criminal proceedings relating to restitution.

If a defendant is ordered to pay restitution to a victim, the rights and duties continue to be enforceable by the court until restitution is paid. If a defendant's conviction is reversed and the case is returned to the trial court for further proceedings, the victim has the same rights that were applicable to the criminal proceedings that led to the appeal or other post-conviction relief proceeding. (See A.R.S. § 13-4402).

WHO IS A VICTIM?

"Victim" means a person against whom a crime has been committed, including a minor, and is entitled to victim's rights.

Victims' Rights (continued)

If the person is killed or incapacitated, an individual related to the victim as described in A.R.S. § 13-4401(19) may exercise victim rights unless the individual is in custody for the offense or is the suspect.

Legal entities (businesses) and neighborhood associations can be victims and are entitled to certain victim rights under Arizona law. (See A.R.S. § 13-4404 and §13-4401.01).

To find additional information regarding Crime Victims' Rights Laws in Arizona, reference Article 2, § 2.1 of the Arizona State Constitution, Arizona Revised Statutes at Title 13, Chapter 40, and Title 8, Chapter 3, or visit the Arizona Attorney General's website and [online law book](#).

Victim Statement to the Court and Case Information

If the suspect was arrested and booked into jail, or the juvenile was detained, the arrestee or juvenile will appear before the court within 24 hours. This is called the Initial Appearance. During the hearing the judge must decide whether to release the defendant and, if so, under what conditions. A victim has a right to be heard by this court and provide input on this release decision. **To exercise this right, you must act quickly.**

A victim has the right to be heard at any proceeding involving a post-arrest release decision, a negotiated plea, sentencing, and post-conviction release from confinement. A victim has the right to submit a statement to the court, if the victim chooses to be heard through a written statement. (See Arizona Constitution, Article II, § 2.1, and A.R.S. § 13-4405).

The type of charge and age of the person charged determines which court handles the case. Contact the agency below to submit a statement to the court, be notified of release, or for more information.

ADULT SUSPECT Initial Appearances	JUVENILE SUSPECT Detention/Advisory Hearings
<p>For information or changes to initial appearances contact:</p> <p>MCSO Victims' Assistance & Notification Unit: (602) 876-8276 (available 24/7)</p> <p>Intake, Transfer, and Release (ITR) Initial Appearance Court 2670 S 28th Drive Phoenix, Arizona 85009</p> <p>Initial Appearance Times: Felony: • a.m.- 2:00, 5:00, 8:00, and 11:00 • p.m. - 2:00, 5:00, 8:00, and 11:00 Misdemeanor: • 10:00 a.m. and 4:00 p.m.</p> <p>Additional Information: https://www.mcso.org/Victim/InitialAppearance</p>	<p>Contact the below for information or changes about detention and/or advisory hearings.</p> <p>Maricopa County Juvenile Probation: (602) 506-4011</p> <p>Victims' Rights Coordinator: (602) 506-4471</p> <p>Durango Detention: (602) 506-4285</p> <p>Southeast Detention: (602) 506-2676</p>

Designating a Representative

If a victim is physically or emotionally unable to exercise any right but is able to designate a lawful representative who is not a witness, the designated representative may exercise the same rights the victim is entitled to exercise. The victim may revoke this designation at any time and exercise their victim's rights. If a victim is incompetent, deceased or otherwise incapable of designating a representative to act in the victim's place, the court may appoint a lawful representative who is not a witness. If at any time the victim is no longer incompetent, incapacitated or otherwise incapable of acting, the victim may personally exercise the victim's rights. (See A.R.S. § 13-4403).

For legal entities (businesses), a lawful representative of the legal entity shall have the right, if present, to be heard at any proceeding relating to the sentencing or restitution of the person convicted of committing the criminal offense against the legal entity. (See A.R.S. § 13-4404).

To designate a lawful representative, contact the Phoenix Police Department. (See Page 1).

Investigation

You will be contacted by the Phoenix Police Department at its earliest opportunity if:

- The suspect is arrested for the offense at a later time or date
- Property at issue in the offense is recovered.
- Additional information is required.
- The status of the case changes.

Victim Information Portal

An automated system where you will be able to view your case status and register to be notified automatically if an offender in your case is arrested. You can access the portal 24/7 via the QR code below or at <https://www.phoenix.gov/police/victim-rights>.

You will be asked to provide the following information:

- The 12-digit police report number
- Whether you are registering as a business or a person
- Name and contact information (in order to receive automated updates, you must provide a valid phone number and/or email address)



*The automated system does not provide information on your rights. It is a tool to assist us in providing you with timely arrest and/or case status information. The portal is updated in near real time.

If you sign up for notifications through the Portal, you may receive an update regarding an arrest automatically via SMS or email.

If you are not using the portal, you will be contacted by the Phoenix Police Department to notify of an arrest in the case. **Failure to keep your contact information current or to designate a representative shall be considered as a waiver of notification rights.**

If within thirty days you are not notified of an arrest or have not received a status update in your case, you may call 602-262-6141 for the status of the case.

Prosecution

The type of charge and age of the person charged will determine which prosecuting agency handles the case. You may contact the prosecutor's office to request or waive your rights, designate a lawful representative, or obtain more information about your rights.

FELONY CHARGE	MISDEMEANOR CHARGE	JUVENILE CASE
Maricopa County Attorney's Office Victim Services: 602-506-8522	City of Phoenix Prosecutor's Office Victim Services: 602-261-8192	Maricopa County Attorney's Office: (602) 372-4000 Juvenile Probation Department's Victims' Rights Coordinator: 602-506-4471

Medical or Forensic Interview or Exam

Medical or forensic interview or examination expenses arising out of the need to secure evidence that a person has been a victim of certain crimes shall be paid by the county in which the offense occurred. (See A.R.S. § 13-1414).

Adult victims of sexual assault have a right to a medical forensic exam at no cost to them, regardless of whether they make a report to law enforcement. If you receive a medical forensic exam, but you do not make a report to law enforcement, the sexual assault evidence kit will be kept in storage for a limited time.

Contact the City of Phoenix Family Advocacy Center for more information at 602-534-2120.

Domestic Violence

A domestic violence crime occurs when someone commits any of the crimes identified in A.R.S. § 13-3601 against a person with whom they have a relationship described below..

Domestic Violence Relationship Criteria (Suspect and Victim)

- Married to each other (past or present)
- Live together (past or present)
- Romantic or sexual relationship (past or present)
- Parent of a child in common
- One party is pregnant by the other
- Related as parent, grandparent, child, grandchild, or sibling. (includes step & in-laws)

If a suspect in a domestic violence eligible criminal offense owns or possesses a firearm, and police officers believe the firearm poses a heightened risk to the safety of the victim, the firearm may be held by the Phoenix Police Department for safekeeping for 72 hours or up to 6 months. The owner of the firearm has a right to a court hearing to determine when the firearm must be returned.

For notifications of hearings, contact the applicable prosecuting agency. (See Prosecution section)

Protective Orders

Courts in Arizona may issue protective orders which are designed to prevent contact and criminal behavior. A person may seek an attorney's help to get a protective order, or the person may petition for a protective order themselves. A protective order may also list other people (family members, etc.) who will receive the same protections as the person obtaining the protective order.

Order of Protection

May be obtained by completing an online petition at [AZPOINT.gov](https://www.azpoint.gov).

An order of protection is a court order used to restrain a person from committing domestic violence or contacting a protected person. (See A.R.S. § 13-3602). The person petitioning for an order of protection must have a qualifying relationship with the person against whom the order will be issued. (See A.R.S. § 13-3601).

A person may obtain an Emergency Order of Protection via the Phoenix Police Department, if the courts are closed. An emergency order of protection expires seven calendar days after issuance, unless otherwise continued by the court. (See A.R.S. § 13-3624).

Injunction Against Harassment

May be obtained by completing an online petition at [AZPOINT.gov](https://www.azpoint.gov).

An injunction against harassment is a court order prohibiting a person from harassing another person. (See A.R.S. § 12-1809). Harassment here means a series of acts over any period of time that is directed at a specific person and that would cause a reasonable person to be seriously alarmed, annoyed or harassed and the conduct in fact seriously alarms, annoys, or harasses the person and serves no legitimate purpose

Injunction Against Workplace Harassment

May be obtained by completing an online petition at [AZPOINT.gov](https://www.azpoint.gov).

An injunction against workplace harassment is a court order prohibiting harassment of employees at the workplace, or any person who enters the employer's property, or any person who is performing official work duties. (See A.R.S. § 12-1810). Harassment here means a single threat or act of physical harm or damage or a series of acts over any period of time that would cause a reasonable person to be seriously alarmed or annoyed

Lifetime No-Contact Injunction

Must be obtained by directly petitioning the court. (No online petition is available). A lifetime no-contact injunction is a court order prohibiting persons with eligible felony convictions from contacting the victim of the crime. (See A.R.S. § 13-719).

Court Locations

If you want to apply in-person for a protective order, you may do so at any court, including the following Phoenix metro-area locations:

CITY OF PHOENIX MUNICIPAL COURT 300 West Washington Street Phoenix AZ 85003 (602) 262-7120		
MARICOPA COUNTY SUPERIOR COURTS Information Center: (602) 506-3204		
Central 201 West Jefferson Street Phoenix AZ 85003		Northwest 14264 West Tierra Buena Lane Surprise AZ 85374
Northeast 18380 North 40 th Street Phoenix AZ 85032		Southeast 222 East Javelina Avenue Mesa AZ 85210
MARICOPA COUNTY JUSTICE COURTS Administration 602-506-8530		
Agua Fria 10420 West Van Buren Street Avondale, AZ 85323 (602) 372-8001	Arcadia Biltmore 620 West Jackson Street Phoenix, AZ 85003 (602) 372-6300	Arrowhead 14264 W. Tierra Buena Lane Surprise, AZ 85374 (602) 372-2000
Country Meadows 10420 West Van Buren Street Avondale, AZ 85323 (602) 378-8000	Desert Ridge 18380 North 40th Street Phoenix, AZ 85032 (602) 372-7100	Downtown 620 West Jackson Street Phoenix, AZ 85003 (602) 372-6300
Dreamy Draw 18380 North 40th Street Phoenix, AZ 85032 (602) 372-7000	East Mesa 222 E. Javelina Avenue Suite C Mesa, AZ 85210 (602) 506-8117	Encanto 620 West Jackson Street Phoenix, AZ 85003 (602) 372-6300
Hassayampa 14264 W. Tierra Buena Lane Surprise, AZ 85374 (602) 372-2000	Highland 222 E. Javelina Avenue Suite A Mesa, AZ 85210 (602) 372-8300	Kyrene 201 East Chicago Street Chandler, AZ 85225 (602) 372-3400
Manistee 14264 West Tierra Buena Lane Surprise, AZ 85374 (602) 372-2000	Maryvale 10420 West Van Buren Street Surprise, AZ 85374 (602) 372-8002	McDowell Mountain 18380 North 40th Street Phoenix, AZ 85032 (602) 372-7000
Moon Valley 18380 North 40th Street Phoenix, AZ 85032 (602) 372-7000	North Mesa 222 E. Javelina Avenue Suite B Mesa, AZ 85210 (602) 372-4900	North Valley 14264 W. Tierra Buena Lane Surprise, AZ 85374 (602) 372-2000
San Marcos/San Tan 201 East Chicago Street Chandler, AZ 85225 (602) 372-3400	South Mountain 620 West Jackson Street Phoenix, AZ 85003 (602) 372-6300	University Lakes 201 East Chicago Street Chandler, AZ 85225 (602) 372-3400
West McDowell 620 West Jackson Street Phoenix, AZ 85003 (602) 372-6300	West Mesa 222 E. Javelina Avenue Suite D Mesa, AZ 85210 (602) 506-8117	White Tank 10420 W. Van Buren Street Avondale, AZ 85323 (602) 372-8002

Victim Compensation

The Arizona Criminal Justice Commission (ACJC) administers a Crime Victim Compensation program which provides emergency financial assistance to crime victims for specified out-of-pocket expenses related to a crime. These include, but are not limited to, medical expenses, funeral costs, lost wages, and mental health counseling.

You may be eligible for the Victim Compensation Program if:

- The crime was reported within 72 hours of discovery.
- The claim is filed within two years of discovery.
- You willingly cooperate with appropriate law enforcement agencies.
- The crime directly resulted in physical injury, extreme mental distress, or death.
- The eligible loss was incurred as a direct result of the crime.
- You are NOT serving a sentence of imprisonment in any detention facility.

For further information regarding, or to apply, please contact one of the following agencies:

- [Maricopa County Attorney's Office Victim Services](#)
- [Arizona Criminal Justice Commission Victim Services](#)
- [Arizona Department of Corrections Rehabilitation & Reentry](#)

Restitution

If criminal charges are filed and if the defendant is **convicted**, you may be eligible for repayment for expenses you incurred as a direct result the crime. Restitution may include:

- Lost wages
- Property damage
- Mental health counseling
- Other uninsured expenses

** Restitution does **NOT** include "pain and suffering." **

A judge will determine whether restitution is to be paid and, if so, how much. If the defendant is a juvenile, you may file for restitution from the parents of the juvenile. You also have the right to file a pre-conviction restitution lien. Contact the prosecutor's office for more information about restitution.

Copies of Police Reports

To request a copy of a police report, contact:

Phoenix Police Department Public Records and Services Bureau
1717 East Grant Street, Suite 100
Phoenix, Arizona 85034

8:00 a.m. - 4:00 p.m., Monday - Friday (excluding City holidays)
Phone: (602) 534-1127 Fax: (602) 534-4599

<https://phoenix.gov/police/help/crime-stats-pub-records>

Copies of Police Reports (continued)

A victim or a victim's attorney, lawful representative, or immediate family member has the right to receive one copy of the police report, and video recordings from the investigating law enforcement agency at no charge. (See A.R.S. § 39-127):

Homicide - Murder	Burglary
Sexual Offenses	Larceny - Theft
Robbery or Attempted	Motor Vehicle Theft or Attempted
Aggravated Assault	Arson
Domestic Violence Offenses	

Referral Information

****EMERGENCIES ONLY** DIAL 911**

Victim Services	
Phoenix Family Advocacy Center Phone: (602) 534-2120 https://www.phoenix.gov/humanservices/programs/victims/fac	Maricopa County Attorney's Office Victim Services Division Phone: (602) 506-8522 www.maricopacountyattorney.org/284/Important-Victim-Contacts
Maricopa County Probation Department Juvenile Victims' Rights Program Durango: (602) 506-4471 Mesa: (602) 372-5415	Maricopa County Attorney's Office Victim Compensation Program Phone: (602) 506-4955 https://www.maricopacountyattorney.org/35/Victims
Phoenix City Prosecutor Victim Services Office Phone: (602) 261-8192 Fax: (602) 534-4540 TTY: use 7-1-1 https://www.phoenix.gov/law/victims	Maricopa County Sheriff's Office Victim Assistance and Notification Unit (24/7) Phone: (602) 876-8276 https://www.mcso.org/services/victims/opt-in
Arizona Department of Corrections- Office of Victim Services Phone: (602) 542-1853 / 1 (866) 787-7233 https://corrections.az.gov/victim-services	U.S. Immigration and Custom's Enforcement-Victim Notification Program Phone: 1 (866) 872-4973 https://www.ice.gov/vesi
Medical	
Maricopa Integrated Health System Address: 2601 East Roosevelt Street, Phoenix, AZ 85008 Phone: (602) 344-5011 https://mihs.org/	St. Joseph's Hospital and Medical Center Address: 350 West Thomas Road, Phoenix, AZ 85013 Phone: (602) 406-3000 https://locations.dignityhealth.org/phoenix-az
HonorHealth John C. Lincoln Medical Center Address: 250 East Dunlap Avenue, Phoenix, AZ 85020 Phone: (602) 943-2381 https://www.honorhealth.com/find-care	
Domestic Violence	
National Domestic Violence Hotline Phone: 1 (800) 799-SAFE / 1 (800) 799-7233 TTY: 1(800) 787-3224 https://www.thehotline.org/	Arizona Coalition to End Sexual and Domestic Violence Phone: (602) 279-2900 / 1 (800) 782-6400 https://www.acesdv.org/
Domestic Violence Shelter Centralized Screening (24/7) Phone: (480) 890-3039 / 1 (800) 799-7739	Fresh Start Women's Foundation Phone: (602) 252-8494 https://www.freshstartwomen.org/
Crisis Intervention Services	
Crisis Response Network (24-7 crisis hotline) Phone: (602) 222-9444 / 1 (800) 631-1314 http://www.azahcccs.gov/behavioralhealth/crisis.html	Community Bridges (24-7 access to care) Phone: 1 (877) 931-9142 https://communitybridgesaz.org/
Impact Suicide Prevention Hotline (24-7 crisis hotline) Phone: (480) 784-1500	Child Crisis Arizona Phone: (602) 273-7363 https://childcrisisaz.org

Referral Information (continued)

Sexual Violence Resources	
EMPACT Sexual Assault Hotline Phone: (480) 736-4949 1(866) 205-5229	La Frontera Empact Main Counseling Line Phone: (480) 784-1514 http://lafrontera-empact.org
RAINN (National Sexual Abuse Hotline) Phone: 1 (800) 656-4673 https://www.rainn.org/	LGBT National Hotline Phone: 1 (800) 246-7743 https://www.glbthotline.org/national-hotline.html
Trans Lifeline Hotline Phone: 1 (877) 565-8860 www.translifeline.org	National Human Trafficking Hotline Phone: 1 (888) 373-7888 TTY: use 711 https://humantraffickinghotline.org/
New Life Center 623-932-4404 https://newlifectr.org/	
Information and Referral	
2-1-1 Information and Referral Phone: 211 https://211.arizona.org/	Mercy Care - Maricopa Phone: (602) 222-9444 / TTY: 1 (800) 327-9254 https://www.mercymaricopa.org/members/resources/crisis
Adult Protective Services Phone: 1 (877) SOS-ADULT / 1 (877)767-2385 https://des.az.gov/services/basic-needs/adult-protective-services	Senior Helpline Phone: (602) 264-HELP (4357) For the hard of hearing and deaf: TEXT (520) 775-1899 https://www.aaphx.org/
Department of Child Safety Phone: 1 (888) SOS-CHILD / 1 (888)767-2445 https://dcs.az.gov/report-child-abuse	Childhelp Hotline Phone: 1 (800) 422-4453 https://www.childhelp.org/
Address Confidentiality Program Phone: (602) 542-1653 www.azsos.gov/services/acp	Salvation Army Family Emergency Assistance Phone: (602) 267-4100 https://arizona.salvationarmy.org/arizona/Family-Services-Emergency-Assistance
MADD (Mothers Against Drunk Driving) Phone: 877-MADD-HELP (6233-4357) https://www.madd.org/	
Legal Assistance	
Maricopa County Bar Association- Lawyers Referral Service Phone: (602) 257-4434 https://maricopabar.org	Community Legal Services Phone: (602) 258-3434 (Phoenix) / (480) 833-1442 (Mesa) http://clsaz.org/
Family Lawyer's Assistance Project Phone: (602) 506-7948 http://clsaz.org/	Arizona Voice for Crime Victims Phone: (480) 600-2661 https://arizonavoiceforcrimevictims.wordpress.com/