



THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY  
DEPARTMENT OF CRIMINAL JUSTICE INFORMATION SERVICES  
200 Arlington Street, Suite 2200, Chelsea, MA 02150  
TEL: 617-660-4640 | TTY: 617-660-4606 | FAX: 617-660-4613  
MASS.GOV/CJIS

STATEWIDE APPLICANT FINGERPRINT IDENTIFICATION SERVICES  
(SAFIS)

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HOW TO CHANGE, CORRECT, OR UPDATE YOUR NATIONAL CRIMINAL  
HISTORY RECORD RESPONSE

The Federal Bureau of Investigation (FBI) Identification Division maintains fingerprint-supported national criminal history record information (CHRI) and also provides access to CHRI maintained by the states. Organizations authorized to submit CHRI checks pursuant to state and federal laws are required to provide individuals with information on how to change, correct, or update their criminal records in accordance with 28 CFR 16.34.

If after reviewing your CHRI, you believe it contains incomplete or incorrect information, you may submit a request to the law enforcement agency which submitted the information to correct or update your CHRI. The information provided in this document outlines the steps that you must follow to change, correct, or update your CHRI.

Instructions regarding CHRI arrests submitted by Massachusetts law enforcement agencies:

**INCOMPLETE INFORMATION:**

If you believe an arrest listed on your CHRI submitted by a Massachusetts law enforcement agency is incomplete (i.e. the disposition is missing), you must first request a certified copy of the docket sheet associated with the arrest. You can obtain a certified copy of the docket sheet by going to the clerk's office at the court where you were arraigned on the charges.

For a listing of courts and contact information, please go to <http://www.mass.gov/courts/courtsandjudges/courts/courtsalpha-g.html>.

If you are not sure which court heard your case, you may request a copy of your Massachusetts Criminal Offender Record Information (CORI) from the Department of Criminal Justice Information Services' (DCJIS) iCORI system. The CORI will contain information regarding the docket number and phone number for the court that heard the case. For information on how to register for an individual iCORI account to request your





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own CORI online: <http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/icori-training-documents.html>. Alternatively, you may submit a personal CORI request by mail to the DCJIS by completing the form available at <http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-forms-and-applications.html>.

**IMPORTANT:** It is possible for Massachusetts arrest information to not appear in a CORI response. If this occurs, please contact the DCJIS at 617.660.4640.

After obtaining a certified copy of the docket sheet, in order to update an incomplete CHRI arrest, you must complete and submit the Massachusetts State Police (MSP) Disposition Update Request form (see attached) to:

ATTN: DISPO UPDATE  
Massachusetts State Police  
State Identification Section  
59 Horse Pond Road  
Sudbury, MA 01776

**Please be sure to include the docket sheet with the completed Massachusetts State Police Disposition Update Request form.**

**INCORRECT INFORMATION:**

If you believe your CHRI contains a Massachusetts arrest that is incorrect (i.e. does not belong to you or the offense is incorrect), you will need to contact the police department that submitted the arrest information to the State or to the FBI to request a review of the arrest report or a fingerprint comparison to the fingerprints on file for the arrest. The police department that submitted the information will be listed on the CHRI. Please be sure to call the police department and schedule an appointment for this type of review.

If after reviewing your information, the police department finds the CHRI submission should be corrected, the police department will submit a request on your behalf to the Massachusetts State Police State Identification Section (MSP SIS). The MSP SIS will correct the information in the SIS database and then forward the corrected information to the FBI.





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**Information regarding CHRI arrests submitted by out of state law enforcement agencies:**

Requests to change, correct, or update arrest information submitted to the FBI by an out-of-state law enforcement agency must be made to the agency that submitted the information to the FBI. You may also contact the repository in the state that submitted the arrest data for more information on how to change, correct, or update a record in that state. A listing of state criminal history repository contact information is available at <http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/request-rec/requesting-out-of-state-criminal-records.html>.

FBI information on how to challenge a criminal history:

The FBI has published information on its website on how to correct a criminal history record. This information is available at <http://www.fbi.gov/about-us/cjis/criminal-history-summary-checks/challenge-of-a-criminal-history-summary>.





The Commonwealth of Massachusetts

Department of State Police

State Identification Section  
 59 Horse Pond Rd.  
 Sudbury, Ma 01776

DISPOSITION UPDATE REQUEST		
<b>Date of Request:</b>		
<b>Contact Phone No.</b>		
<b>Reason For Request:</b>		
<b>Person name:</b>		
<b>Date of Birth (DOB)</b>		
<b>SSN</b>		
<b>Arresting Department:</b>		
<b>OBTN:</b>		
<b>State ID Number (SID)</b>		
<b>FBI #</b>		
Disposition information to be updated		
Date of arrest	Charges:	Disposition to be added
SIS ID Tech		
Date Completed		
<b>Send this coversheet with certified court record and documentation.</b>		