#### 5354 Handling Disputed Criminal Histories

LPPH ~~September 2016~~ DRAFT 10782-CCL

Procedure

If a criminal history background check indicates that a person has committed a minimum standards violation, but the person denies the history is his or hers, the Centralized Background Check Unit (CBCU) informs the operation that the person may email the DPS' Error Resolution Unit at [error.resolution@dps.texas.gov](mailto:error.resolution@dps.texas.gov?subject=Error%20Resolution) to resolve the issue. The person may visit the [DPS website](http://www.dps.texas.gov/administration/crime_records/pages/errorresolution.htm) for more information.