

Contact Us

The Office of Crime Victim Services maintains a toll-free phone line to answer questions from victims or witnesses from 7:45 a.m. to 4:30 p.m. on weekdays.

Phone

800-446-6564, press option #2 for VRC

Email

ocvs@doj.state.wi.us

Website

<https://www.doj.state.wi.us/ocvs>

Mailing Address

Office of Crime Victim Services

P.O. Box 7951

Madison, WI 53707-7951



Victim Resource Center

The Wisconsin Victim Resource Center (VRC) operates within the Wisconsin Department of Justice Office of Crime Victim Services. The VRC provides services to victims of crime, their families, and witnesses after the commission of a crime.

VRC services are funded through the federal Victims of Crime Act (VOCA) grant to provide specific direct services to victims of any crime statewide. VRC staff provide advocacy to ensure that victims of crime understand and can exercise their statutory and constitutional victims' rights.

Victim Rights Spotlight: The Right to Complain

The law: Wis. Stat. § 950.04(1v)(zx):

Victims of crime have the right "To complain to the department of justice concerning the treatment of crime victims, as provided under [s.950.08\(3\)](#), and to request review by the crime victims rights board of the complaint, as provided under [s.950.09\(2\)](#)."

What does this mean?

In Wisconsin, victims of crime have the right to complain to the Wisconsin Department of Justice about potential victims' rights violations or concerns about treatment as a crime victim. This process is called the informal complaint process and is completed by a Victim Rights Specialist with the Office of Crime Victim Service's Victim Resource Center (VRC).

As part of the informal complaint process, a Victim Rights Specialist acts as a liaison between victims and the public official, employee, or agency who is the subject of the complaint.

Victim Rights Specialists work with victims to gather information, analyze the complaint, and determine the nature of the concern. The Victim Rights Specialist will then contact the subject(s) of the complaint to discuss the victim's concerns and address the complaint(s).

After this discussion, the Victim Rights Specialist may request a written response from the subject of the complaint. If such a request is made, the subject of a complaint shall respond to the request within a reasonable amount of time (See [Wis. Stat. 950.08\(3\)](#)).

The subject of a complaint may request more information about the victim rights complaint process from the Victim Rights Specialist before deciding whether to engage in the informal complaint process. The Victim Rights Specialist is happy to answer questions from the subject of a complaint about the process or share best practice recommendations regarding the victim's right at issue.

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The Victim Rights Specialist does not determine if a victim's statutory or constitutional rights have been violated by a public official, employee, or agency, that is the role of the Crime Victim Rights Board.

Upon completion of the informal complaint process, victims have the right to request a review of their complaint by the Wisconsin Crime Victims' Rights Board (CVRB). This is referred to as the formal complaint process. The CVRB is Wisconsin's victim rights enforcement body. The CVRB is an independent, fact-finding body with legislative authority to issue sanctions for violations of statutory or constitutional victim rights by public officials, agencies, or employees. More information about the CVRB can be found [here](#).

NEW! Online complaint form

The VRC recently launched an online complaint form for victims and witnesses to begin the informal complaint process. The online complaint form is located on the OCVS website under Victim & Witness Rights. Click [here](#) to access the online complaint form.

Victim & Witness Rights

How can the Victim Resource Center (VRC) help?

The VRC is a team of individuals housed in the WI Department of Justice, C of crime with information, referrals, and questions regarding their crime vic

- Information and referrals for crime victims.
- Informational materials and training on victim rights.
- Victim Appellate Notification Services (VANS) for victims.
- Assistance with understanding and participating in the criminal justice system.
- Receiving and addressing rights complaints.

The VRC does not provide legal advice. If you are looking for an attorney or [Referral and Information Service](#) .

The VRC does not handle family court issues such as child custody, visitation, contact the [Wisconsin Department of Children and Families](#) .

What are my rights as a crime victim or witness?

If you are the victim of a crime, you may come in contact with the law. You are entitled to certain rights under the Wisconsin [statutes](#) and witnesses of crime are treated with dignity, respect, courtesy and witnesses of crime are honored and protected by law enforcement agencies. The protections afforded criminal defendants. Learn [Constitutional Rights for Crime Victims](#) .

What should I do if I think my victim or witness rights have been violated?

If you are unable to resolve the situation yourself, you may contact the VRC. You may include participation in the *informal* complaint process.

You can also begin the *informal* complaint process online [here](#) .



For any questions or more information about the victim rights complaint process, please contact the VRC by phone at 608-264-9497 or by email at ocvs@doj.state.wi.us.