

Frequently Asked Questions

Office of Civil Rights and Public Trust



Is the OCRPT the right place for my complaint?

Before submitting a complaint form to the Office of Civil Rights and Public Trust, take a look below to see if OCRPT has jurisdiction over your complaint. There are many Delaware government entities that by law have jurisdiction over complaints involving individual civil rights or government trust issues. The Delaware Department of Justice's Office of Civil Rights can generally only get involved when there are "patterns and practice" of illegal discrimination – multiple violations by the same individuals or entity.

- Complaints about Tax Fraud: [Division of Revenue](#)
- Complaints about a Delaware Judge: [Court on the Judiciary](#)
- Complaints about Banks: [Office of the State Bank Commissioner](#)
- Complaints about Child Support: [Division of Child Support Services](#)
- Complaints about Delaware Notary Publics: [Delaware Department of State](#)
- Complaints about Housing Discrimination: [Delaware Human Relations Commission](#)
- Complaints regarding conduct of a Delaware Lawyer: [Office of the Disciplinary Counsel](#)
- Complaints about Investor Fraud: [Delaware Department of Justice's Investor Protection Unit](#)
- Complaints about Public Accommodations Discrimination: [Delaware Human Relations Commission](#)
- Complaints about violations of the Americans with Disabilities Act (ADA): [U.S. Department of Justice](#)
- Complaints about Electricity, Gas, Oil, Cable, Water and Other Public Utilities: [Delaware Public Advocate](#)
- Complaints about Employment Discrimination: [Delaware Department of Labor's Office of Anti-Discrimination](#)
- Complaints about Homeowners Associations/Community Associations: [Common Interest Community Ombudsperson](#)
- Complaints and questions about prisons, inmate visitation issues, locations of inmates, etc.: [Delaware Department of Corrections](#)
- Complaints about Fraud, Consumer Protection, and Landlord-Tenant Issues: [Delaware Department of Justice's Consumer Protection Unit](#)
- Crime Tips: [Delaware Crime Stoppers](#)
- Tips Regarding Government Fraud, Waste & Abuse: [Delaware Auditor of Accounts](#)

How do I file a complaint against a police officer?

Complaints about the conduct of a law enforcement officer should be directed to that agency's internal affairs personnel. Please feel free to contact us after that investigation has concluded. At that point, we will determine if any action is warranted by this Office. Please be advised that absent extraordinary circumstances, this Office will not conduct a second investigation into a matter that has already been reviewed by the involved agency's internal affairs process.

You can reach an internal affairs representative for a law enforcement agency by calling the agency's main number. Below are links to some Delaware law enforcement agency's internal affairs departments.

[Delaware State Police](#)

[New Castle County Police Department](#)

[Wilmington Police Department](#)

[Dover Police Department](#)

[Middletown Police Department](#)

[Smyrna Police Department](#)
[Milford Police Department](#)

How do I file a complaint with the OCRPT?

If you have read through the frequently asked questions on this page and have come to the conclusion that the OCRPT has jurisdiction over your complaint, please fill out the OCRPT's complaint form [HERE](#).

What happens after I file a complaint with the OCRPT?

Once you file a complaint, you will receive an e-mail from a member of the Office of Civil Rights and Public Trust acknowledging receipt of the complaint form. Your complaint will be reviewed and evaluated by our attorneys to determine whether a sufficient basis exists for action by the Attorney General.

We will review the matter as expeditiously as possible; however, please be aware that complainants are not notified of progress regarding their complaint or the status of the complaint, as it could interfere with the law enforcement process. In order to resolve your complaint, we may also send a copy of your letter to the individual, agency or municipality you are complaining about.

Please understand that by filing a complaint with this Office you have NOT initiated a lawsuit or a proceeding, nor has this Office initiated a lawsuit or a proceeding on your behalf. This Office cannot provide individual legal advice, and, in some instances, hiring a private attorney may be necessary. The Delaware State Bar Association can provide you with referrals.

A member of the Office of Civil Rights and Public Trust will contact you after our review is completed and a determination on the appropriate course of action is made.

What is the best way to contact the OCRPT if I am not filing a complaint?

Send an email to publictrust@state.de.us. Your message will be responded to by a member of the OCRPT staff as soon as possible.

Can the OCRPT provide me with legal advice?

The OCRPT cannot provide individual legal advice to members of the public. In some instances, it may be necessary for you to discuss the details of your case with a private attorney. The Delaware Legal Help Link at (302) 478-8850 can provide you with lawyer referrals and can also assist you in determining whether you are eligible for legal services through Community Legal Aid, or from another Delaware legal aid agency such as Delaware Volunteer Legal Services or the Legal Services Corporation of Delaware.