LEADS Daily Bulletin
November 26, 2025

Contacting Complainant During Validation

When validating hot file records, LEADS/NCIC policy requires that the entering agency contact the complainant in all cases to verify the status of the record, as documented in Section 3.4 Validations of the NCIC Operating Manual, Introduction Chapter:

> *"Validation obliges the ORI to confirm that the record is complete, accurate, and still outstanding or active. Validation is accomplished by reviewing the entry and current supporting documents, and by recent consultation with any appropriate complainant, victim, prosecutor, court, nonterminal agency, or other appropriate source or individual. In the event the ORI is unsuccessful in its attempts to contact the victim, complainant, etc., the entering authority must make a determination based on the best information and knowledge available whether or not to retain the entry in the file."*

If your agency exhausts all possible means to contact the complainant and contact cannot be made, the decision to validate the record or remove the record from LEADS/NCIC is left to the agency. The supportive documentation for the entry should be reviewed and the particulars of the case should be considered when making this decision and written documentation of the decision should be retained.

NOTE: It is recommended entries in the stolen gun and missing person files should be validated even when contact with the complainant cannot be made. *Both files have an indefinite retention period.* Furthermore, missing person entries are cross-checked by NCIC against all active unidentified person entries, which could produce a match and close an open case.

If you have any other questions or issues, please contact the ISP Help Desk by either emailing your questions to ISP.HelpDesk@illinois.gov or by calling 866/LEADS-00.

Operator's Initials	Date	Operator's Initials	Date	Operator's Initials	Date	Operator's Initials	Date	Operator's Initials	Date