



# State of Arizona Department of Liquor Licenses and Control

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## News Release

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### CITIZEN'S COMPLAINTS: A RELIABLE SOURCE OF INTELLIGENCE FOR LIQUOR OFFICERS

Arizona citizens who take the time to report possible liquor law violations provide valuable assistance to the Arizona Department of Liquor Licenses and Control (DLLC). The "Report Liquor Violations" tab on the agency's homepage ([www.azliquor.gov](http://www.azliquor.gov)) receives complaints daily. Complainants may remain anonymous. The agency's investigations division, a team of sworn police officers who specialize in Arizona liquor law, provide follow up on each complaint. Often complaints reveal liquor law violations which result in one or more arrests, fines assessed and other compliance actions which may restrict the use of the liquor license (temporarily or permanently), or a combination of all three.

Last December, several advertisements for an all-age RAVE being held in East Phoenix were brought to the attention of Department of Liquor investigators by a citizen. In the email, the citizen stated that "underage performers", "all-you-can-drink for a flat fee" and "having underagers at the bar" events were planned weekly at this unlicensed location. An undercover investigator visited the location and observed approximately 80 patrons, liquor being sold and consumed, in addition to one patron who offered the investigator the drug Ecstasy for purchase. Additional law enforcement resources were required here.

Department of Liquor investigators and approximately 17 officers from the Phoenix Police Department returned to this location on New Year's Eve. A plain-clothed investigator paid a \$10 cover charge to enter, bought a beer and began to walk among the approximately 100 patrons. Within a half hour officers had entered and surrounded the building, successfully arresting the fleeing promoter. When the scene was secure, the officers had seized 77 bottles of liquor, 3 cases of beer, and more than \$500 in cash. In addition, 25 minors were found on the premises; 10 arrested for having liquor in their system including a 19 year old who had been bartending.

Complaints from citizens are a valued and reliable source of intelligence for DLLC. The most common complaints include selling/serving liquor to underage persons, over-serving clients, serving/selling liquor without a license, consuming liquor while serving/selling, false or hidden ownerships of liquor license, problem bars referred to as "swamps".

When underage consumption or service is suspected, the Department of Liquor Licenses and Control encourages you to report your concerns to the Underage Drinking Hotline. The hotline is a quick, easy, and discrete way to report complaints of liquor licensed establishments who may be selling to, or purchasing alcohol for, minors. The Underage Drinking Hotline number is 1-877-NOT-LEGL or 1-877-668-5345.