



Accredited bodies or legal entity customers should complete this form when an applicant disputes the result of their nationally coordinated criminal history check. Disputes must be raised when an applicant claims that:

- the police information released does not belong to them
- part of the police information does not belong to them
- the police information belongs to them, but the details are inaccurate
- the police information belongs to them, but should not have been released.

Note: This form must be completed electronically.

Terms used in this form

Accredited body	Organisation accredited with the ACIC
Australian Criminal Intelligence Commission (ACIC)	Australian Government agency responsible for facilitating the National Police Checking Service (NPCS)
Applicant	Individual disputing the result of their nationally coordinated criminal history check
Legal entity customer	If applicable, the organisation used by the accredited body to collect an applicant's application and informed consent for a nationally coordinated criminal history check
National Police Checking Service (NPCS) team	Team within the ACIC that facilitates the NPCS
Personal information	Information about the applicant, including any information contained in the applicant's identity documents
Police information	Information released as part of a nationally coordinated criminal history check

Accredited body requirements

To ensure that an applicant has reasonable opportunity to respond to or validate their results prior to a decision being made on their suitability, clause 11.10 of the *Agreement for controlled access by duly Accredited Bodies to Nationally Coordinated Criminal History Checks* (Agreement) states that:

- The accredited body must promptly provide the applicant with access to the results of a nationally coordinated criminal history check on the applicant upon the applicant's request.
- If the results of a nationally coordinated criminal history check contains a disclosable court outcome, the accredited body must notify the applicant of the result as soon as practicable after the accredited body (or legal entity customer if **Clause 4.3** applies) receives that result.
- The accredited body must publish information about the way it addresses disputes about the results of a nationally coordinated criminal history check.
- The accredited body must accept and escalate disputes about the results of a nationally coordinated criminal history check which it receives from the applicant, using the dispute form provided by the ACIC.

Dispute management

It is the accredited body's responsibility to publish information on their dispute process and to educate their applicants about the ACIC's role in delivering the NPCS.

Concerns that applicants may have with the dispute process must be managed by the accredited body and not referred directly to the NPCS. Issues relating to the dispute process can be raised with the NPCS team, but only by the accredited body.

Information disclosure

Personal information is being collected in this form to confirm the link between the police information and the applicant's identity. The information contained in this form is disclosed to the ACIC and police agencies. The applicant's personal information and supporting identity documents are handled and stored by the ACIC in National Police Checking Service Support System (NSS).

To submit this form

Step 1

Upload the following documents to the nationally coordinated criminal history check in NSS using the Attachments tab:

- this completed form
- a copy of the applicant's photo identity document (if required)
- supporting documentation.

Note: each attachment must be less than 5MB.

Step 2

An NPCS contact must email npcs@acic.gov.au advising of the dispute. Include the organisation reference number of the nationally coordinated criminal history check, the date the check was submitted, and the accredited body's name.

Note: To protect the applicant's privacy:

- **Do not** include any personal information relating to the applicant in the email
- **Do not** include the applicant's name, date of birth or any commentary relating to their police information
- **Do not** attach this completed form, any identity or supporting documentation to the email.

Assistance for accredited bodies

For more information about the dispute process, accredited bodies should first refer to the NPCS Handbook. For further information call NPCS from 8.30 am to 5:00 pm (AEST) on 02 6268 7900 or email npcs@acic.gov.au

What you can expect next

Within two business days, the NPCS team will confirm receipt of the dispute. The NPCS team will liaise with the accredited body and relevant police agencies to resolve the dispute.

Section 1: Nationally coordinated criminal history check details

** indicates a mandatory field*

*Organisation reference number

*Accredited body

*NSS submit date

*NSS release date

Section 2: Dispute details

*Date of dispute

*What is the dispute claim type?

Type 1 All police information released does not belong to the applicant

Type 2 Part of the police information released does not belong to the applicant

Type 3 Police information does belong to applicant, but the details are inaccurate

Type 4 Police information does belong to applicant, but should not have been released

Disputed police information



If more room is required, please list on a separate sheet, sign and attach to this form.

Additional information and evidence to support claim

Provide information or evidence to support the applicant's claim and to assist police to investigate the dispute. For example:

- **other names** the applicant has been known by. This may assist the police to determine the applicant's identity.
- **previous addresses** where the applicant has resided. This may assist the police to determine the applicant's whereabouts at the time of the disputed offence/s.
- a scan of relevant **court documents** that shows the correct results of the offence.

In the space below, provide relevant information and explain how it supports the dispute claim.



If more room is required, please list on a separate sheet, sign and attach to this form.

Please complete section 3 over page.

Section 3: Applicant details

Primary name

Family name

First given name(s)

Other given name(s)

Previous known name (if applicable)

Family name

First given name(s)

Other given name(s)

Name Type Maiden Alias Previous


Previous known name (if applicable)

Family name

First given name(s)

Other given name(s)

Name Type Maiden Alias Previous

 If more room is required, please list on a separate sheet, sign and attach to this form.

Additional sheet attached? Yes No

Gender: Male Female
 Indeterminate/intersex/unspecified

Birth date

 / /

Place of birth

Suburb/town	
State/territory	
Country	

Residential address history

Current residential address

Street address			
Suburb/town			
State/territory		Postcode	
Country			

Dates residing at address:

From		/		/	
------	--	---	--	---	--

Previous residential address

Street address			
Suburb/town			
State/territory		Postcode	
Country			

Dates residing at address:

From		/		/		To		/		/	
------	--	---	--	---	--	----	--	---	--	---	--

Previous residential address

Street address			
Suburb/town			
State/territory		Postcode	
Country			

Dates residing at address:

From		/		/		To		/		/	
------	--	---	--	---	--	----	--	---	--	---	--

Previous residential address

Street address			
Suburb/town			
State/territory		Postcode	
Country			

Dates residing at address:

From		/		/		To		/		/	
------	--	---	--	---	--	----	--	---	--	---	--

If the applicant has ever resided in the state or territory where the disputed police information originated, provide details of the address where they resided (if not listed above).

Street address			
Suburb/town			
State/territory		Postcode	
Country			

Dates residing at address:

From	/ /	To	/ /
------	-----	----	-----

Attachments for NSS

Use the following checklist to ensure that all relevant documentation is added to the Attachments tab of the Nationally coordinated criminal history check in NSS.

This completed ***Nationally coordinated criminal history check result dispute form***

Supporting evidence documentation (if required)