

Disputing the results of a Nationally Coordinated Criminal History Check

Every Nationally Coordinated Criminal History Check ordered from Information Brokers Pty Ltd has been processed via the National Police Checking Service (NPCS) in Canberra. The NPCS is responsible for processing all checks across Australia & is administered by the Australian Criminal Intelligence Commission (ACIC).

Each Nationally Coordinated Criminal History Check goes through a number of processes, to ensure accurate information is provided to the applicant.

If you believe that the results of your Nationally Coordinated Criminal History Check are incorrect, you are entitled to lodge a dispute & have the results reassessed. All disputes must be accepted & addressed by the NPCS.

What information can I dispute?

All information relating to the Nationally Coordinated Criminal History Check result can be disputed. This can include cases of;

- the information released does not belong to you
- the information belongs to you, but the details are inaccurate
- the information belongs to you, but the details should not have been released

How do I dispute a Nationally Coordinated Criminal History Check result?

If you believe your Nationally Coordinated Criminal History Check result is incorrect, please contact our support team immediately via one of the following channels;

- Phone: 1300 552 052 (9:00am – 5:00pm AET)
- Email: nphcsupport@ib.com.au

Please have your Check Reference Number available, so you can provide it to our support team. The Check Reference Number is shown on your Nationally Coordinated Criminal History Check certificate.

What information do I need to provide?

- When lodging a dispute with our support team, you will need to provide;
- the Check Reference Number (located on your Nationally Coordinated Criminal History Check certificate)
- a copy of your photo ID
- a list of the result details you believe to be inaccurate
- a list of result details you believe should be on the certificate
- copies of any documents that support your claim, for example;
 - documents that show you are/have been known by another name
 - documents that show your previous address(es)
 - court documents that show the correct results of an offence

The Dispute Process

1. Upon receipt of your dispute claim, our support team will forward the information onto the NPCS team in Canberra.
2. The NPCS team will then liaise with the relevant police agencies to resolve your dispute.
3. Our support team will be notified once the dispute has been addressed & will contact you with either an updated or re-issued result, as provided by the NPCS.
4. The processing time of a dispute is a minimum of two (2) business days & varies for each case.

Please Note: The NPCS does not discuss applications direct with the public, so all disputes must be lodged & monitored by our support staff.

Further Information

If you have any further questions or require further information, please contact our support team via one of the following channels:

- Phone: 1300 552 052 (9:00am – 5:00pm AET)
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