



Certificate Disputes & Fingerprint Consent Forms and Guidance

Certificate Disputes Forms guidance

How do I raise a dispute relating to application details?

If the dispute relates solely to application details on the certificate you may prefer to contact our Customer Services team on **0870 90 90 811 (selecting Option 2)** who can raise the dispute over the phone. Alternatively complete **Section A** of the **Certificate Dispute Form (AF15(a))** to indicate the incorrect details on the certificate, and the correct application details.

How do I raise a dispute relating to criminal record or other information disclosed?

If the dispute relates to criminal record or other information contained on the certificate under the sections headed:

- B1) Police records of Convictions, Cautions, Reprimands and Warnings
- B2) Information from the list held under Section 142 of the Education Act 2002
- B3) DBS Children's Barred List information
- B4) DBS Adults' Barred List Information
- B5) Other relevant information disclosed at the Chief Police Officer(s) discretion

The dispute must be made in writing and it must be signed. Please complete **Section B** of the **Certificate Dispute Form (AF15(a))** to provide full details about why the information is being disputed and any evidence you have to support the dispute.

Include full details of any offences, including dates, which do not relate to you; are not accurate; or are missing. If any offences are missing please state the court(s) and dates attended.

If you need to provide further detail please use A4 size paper, title the document **B6) Reasons for Dispute; Continuation Sheet** and ensure you quote your full name, date of birth and customer reference number on any additional correspondence.

Who can raise a dispute?

The applicant or a person who has a legitimate interest in the accuracy of a certificate such as the countersignatory; employer; licensing authority may raise the dispute after discussing the reasons for the dispute with the applicant.

Fingerprint Consent Form guidance

When is consent for fingerprints required?

The applicant should only complete the Fingerprint Consent Form if the reason under **B1a/B1b) Some or all of the information does not relate to the applicant** is selected.

What if I do not want to provide fingerprints?

We will aim to resolve the dispute without the need for fingerprints, but if you do not consent to have your fingerprints taken, we may not be able to resolve your dispute.

How are the fingerprints taken?

If you consent and fingerprints are required to eliminate a record from your details the Police will contact you to arrange an appointment for you to attend a Police station – you may need to produce documentation to validate your identity.

Are the fingerprints used for any other purpose?

Please understand that your fingerprints might also be the subject of speculative searches against all fingerprint records held by the police and other law enforcement authorities in connection with or as a result of an investigation into an offence. At the end of these enquiries if your fingerprints are not required they will be destroyed and not retained for any other purpose.

Why do I need to provide my photographs?


To confirm the person presenting themselves for fingerprints is the applicant. You must submit three identical passport size photographs of yourself with your name and our customer reference number in capital letters written on the back of each photograph with the forms. Each photograph must:

- show you with a neutral expression and your mouth closed (no grinning, frowning or raised eyebrows)
- show you on your own
- be in colour, not black and white
- be taken within the last 6 months
- be 45 millimetres high x 35 millimetres wide – (standard size passport photo taken in a photo booth or studio (you should not trim a larger photograph to meet this condition)
- be of you facing forward and looking straight at the camera
- be taken with your eyes open and clearly visible (no sunglasses or tinted glasses and no hair across your eyes)
- show your full head, without any head covering, unless you wear one for religious beliefs or medical reasons
- be taken with nothing covering your face - you should make sure nothing covers the outline of your eyes, nose or mouth

Photographs can be used as an alternative method of eliminating you from police national computer records. If you do not consent or you disagree with the request to go for fingerprints please continue to provide the photographs requested.

Please return the completed form(s) and photographs, where required, to **DBS, Disputes, Customer Services, FREEPOST RTHU-TRJY-KSHY, PO Box 165, L69 6JD**. If you have any questions about completing the form(s) please contact us on: 0151 676 1953 If you require any further information please contact 0870 90 90 811

CERTIFICATE DISPUTE FORM (AF15(a))	
Dispute reference	(Office Use Only;- Service Request Number)
Customer Reference Number	



**Disclosure &
Barring Service**

Please complete the form(s) in **Capital Letters** and **Black Ink**
 More information is available on our [appeals and disputes](#) web page

Applicants Details

Full Name			
Date of Birth		Postcode	
Disclosure Number			
Contact Telephone No.			

Interested Party

If you are **NOT** the applicant you must complete the section below and provide full details of what your interest is in the certificate. (e.g. countersignatory; employer; licensing authority; If other please specify, but **NOT** a solicitor)

Full Name		
Organisation Name		
Contact Details		
Please specify interest		
Have you discussed the reason(s) for the dispute with the applicant	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>

Please complete **Section A** overleaf and/or **Section B** as appropriate in **Capital Letters** and **Black Ink**.

Section A. Dispute relating to personal details

Please complete this section by;

- Placing a cross (x) in the relevant box below at **A1)** to show the application **details not correct** on the DBS certificate, and
- Clearly write the **correct application details** in the adjacent column at **A2)** using **capital letters**.

A1) Details Not Correct	A2) Correct Application Details
Surname: <input type="checkbox"/>	
Forename (s): <input type="checkbox"/>	
Other Names: <input type="checkbox"/>	
Date Of Birth: <input type="checkbox"/>	
Place Of Birth: <input type="checkbox"/>	
Gender: <input type="checkbox"/>	
Address: <input type="checkbox"/>	
Post Code: <input type="checkbox"/>	
Position Applied For <input type="checkbox"/>	
Name Of Employer: <input type="checkbox"/>	
Level Of Disclosure: <input type="checkbox"/>	

If the dispute relates solely to personal details on the CRB certificate please now sign and date this form below and return the form to **DBS, Disputes, Customer Services, FREEPOST RTHU-TRJY-KSHY, PO Box 165, L69 3JD**. If the dispute also relates to criminal record information disclosed on the certificate please continue to complete the form from **Section B**.

Signature		Date	
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If you are under 18 years of age your parent or legal guardian must also sign the form below.

Full Name Parent/Guardian			
Signature Parent/Guardian		Date	

If you have any questions about completing the form(s) please contact the DBS on: 0151 676 1953

Dispute reference	(Office Use Only;- Service Request Number)
Customer Reference Number	

Section B. Dispute relating to criminal record information disclosed

Please complete this section by;

- Placing a cross (x) in the relevant box at **B1) to B5)** to show which criminal record information disclosed on the certificate is inaccurate

Police National Computer (PNC) Records

B1) Police records of Convictions, Cautions, Reprimands and Warnings	
B1a) All of the information does not relate to the applicant <i>If you place a cross (x) in this box you should complete the Fingerprint Consent Form AF14 and include 3 passport sized photographs</i>	<input type="checkbox"/>
B1b) Some of the information does not relate to the applicant <i>If you place a cross (x) in this box you should complete the Fingerprint Consent Form AF14 and include 3 passport sized photographs</i>	<input type="checkbox"/>
B1c) Some or all of the information is not accurate	<input type="checkbox"/>
B1d) Some information is missing	<input type="checkbox"/>
At B6) Reasons for Dispute Please use capital letters and black ink and please include full details of any offences, including dates, which do not belong to you; are not accurate; or are missing. If any offences are missing please state the court(s) and dates attended and any evidence you have to support the dispute if you have it.	

Independent Safeguarding Authority Records

B2) Information from the list held under Section 142 of the Education Act 2002	<input type="checkbox"/>
B3) DBS Children's Barred List information	<input type="checkbox"/>
B4) DBS Adults Barred List Information	<input type="checkbox"/>

Police Force Locally Held Records

B5) Other relevant information Disclosed at the Chief Police Officer(s) discretion	
B5a) Some or all of the information is not accurate as it is factually incorrect	<input type="checkbox"/>
B5b) Some or all of the information is not relevant to the position or workforce	<input type="checkbox"/>
B5c) Some or all of the information ought not to be disclosed	<input type="checkbox"/>
If you have placed a cross (x) against box B5b) and/or B5c) above, the dispute will follow the Independent Monitor review process unless you state otherwise in B6) Reasons for Dispute and provide reasons why not accurate/relevant or both	

If you need to provide further detail please use A4 size paper and ensure you quote your full name, date of birth and customer reference number on any additional correspondence.

Check List

To prevent unnecessary delay please read through the following checklist to ensure you have provided us with all the relevant information and photographs.

- If your dispute relates to Personal details please complete and return pages 3 and 4.
- If your dispute relates to criminal record information that has been disclosed please return pages 3,5,6 and page 7 if relevant to your dispute
- If your disputes relates to both type of disputes as listed above please return pages 3,4,5,6, and page 7 if relevant to your dispute

Please ensure the following have been completed and provided where requested

- Your signature and details on the Dispute Confirmation Form (AF15(a)) Section A and/or Section B
- Your consent for fingerprinting on the Fingerprint Consent Form (AF14(a))
- Your signature and details on the Fingerprint Consent Form (AF14)
- Your parent's/guardian's signature on the Fingerprint Consent Form (AF14(a)) (if applicable)

Three identical passport size photographs of yourself with your name clearly written on the back of each photograph

If you require more information about The Disclosure and Baring Service please visit our website at www.gov.uk/dbs