

Police Certificate

Application Form



ASSOCIATION OF
CHIEF POLICE OFFICERS
Criminal Records Office

How to apply for a Police Certificate

These notes apply to applicants wishing to obtain a visa for Australia, Belgium, Canada, Cayman Islands, New Zealand, South Africa or the United States of America.

Applications for other countries may be accepted subject to confirmation by the applicant of acceptance by the relevant Embassy, High Commission or requesting organisation.

Note: Only use the latest version of the application form which can be accessed via the ACRO website at www.acro.police.uk. Other forms provided may cause delays in processing your application.

Payment

Standard Service - £45.00 **(10 working days, not including dates of receipt or dispatch)**

Premium Service - £80.00 **(2 working days, not including dates of receipt or dispatch)**

The Premium and Standard costs cover the processing of the certificate and standard return postage, either 1st class Royal Mail or standard airmail for international post. The applicant is advised to allow extra time if the application is made approaching or during Public Holidays.

Acceptable payment methods are UK Sterling Cheque, Postal Order, Bankers Draft or Bank Transfer (please see [www.acro.police.uk/Pay by Bank Transfer](http://www.acro.police.uk/Pay%20by%20Bank%20Transfer)). Payment must be made out to 'Police and Crime Commissioner for Hampshire' or 'PCC for Hampshire'. Do not send cash. If a receipt is required for the payment this must be requested with the application.

If the applicant overpays by £10.00 or less the overpaid amount will be donated to charity. If there is an overpayment of more than £10.00, the applicant will be contacted to arrange a refund or to obtain their agreement to donate the overpaid amount to charity.

If the applicant cancels the application after posting or ACRO cannot process the application due to a failure by the applicant to respond to requests for information, an administration fee of £10.00 will be deducted from any refund.

ACRO will NOT accept prepaid return envelopes or postal coupons provided by customers, these will not be returned.

Optional services available on request

Additional Certificate Copies - £6.00 each (if ordered at the time or within three months of submission of the application).

Optional Enhanced Delivery - £9.00 per applicant per address (UK next day delivery or secure international delivery).

Optional International Courier - £48.00 per return address.

Supporting Documentation

The following documentation is required to process your application. Do not send original documents as these will not be returned.

1. **Fully completed application form.** Ensure all sections are completed in BLOCK CAPITALS and in black ink. Fields that are not applicable should be marked N/A. Original signatures are required throughout. Scanned or facsimile signatures will not be accepted.
2. **TWO proofs of your current address.** Official correspondence **showing your name and address both dated within the last 6 months.** These cannot be hand written and envelopes will not be accepted as sufficient evidence. If these are not in English you will also need to provide a translation which may be hand written.
3. **Copy of your passport(s) / travel document / other official photographic identity document.** Copies of your passport(s) / travel document must clearly show your photograph, personal information, expiry date, nationality, machine readable zone, extension pages and signature (if applicable). Copies of other official photographic identity documents should show as many of these features as possible.
4. **ONE recent colour passport style photo** (approximately 45mm x 35mm).
5. **Any additional documents relevant to your application.** E.g. Power of Attorney, authorisation documents, signed letter of authority etc.
6. **SIGNED terms and conditions.**
7. **Payment.** UK cheque, UK Postal Order, bankers draft, or bank transfer made payable to 'PCC for Hampshire'.

Additional Information

ACRO will be unable to provide you with information contained on police systems by email.

The validity of the Police Certificate is at the discretion of the relevant embassy or high commission.

Please send the required items of documentation to the appropriate address:

Address for Premium

Service:
ACRO (P)
PO Box 660
Fareham
Hampshire
PO14 9LN
(UK)

Address for Standard

Service:
ACRO
PO Box 481
Fareham
Hampshire
PO14 9FS
(UK)

Address for Courier

Delivery:
ACRO c/o CitySprint
Unit 2, Solent Estate
Shamblehurst Lane
Hedge End
Southampton
SO30 2FX

If sending your application to ACRO by a courier service, your chosen courier company must arrange for the application to be delivered to the address for courier delivery shown above. ACRO cannot accept responsibility for lost items or the late or failed delivery of couriered items showing any other address.

Please ensure that you apply the **correct postage** to your envelope otherwise your application form may not be delivered to ACRO. Documents sent to the incorrect address for the service required may delay your application.

All documents relating to your Police Certificate will be scanned and retained for a period of at least 12 months. The originals will be destroyed. Please note that additional copies of your certificate are only available up to 3 months from the submission of the original application form.

If you are having difficulty in completing this application, please contact ACRO Customer Services on 0845 60 13 999 during our office opening hours (08:30-23:00 UK) Monday to Friday or via email to customer.services@acro.pnn.police.uk

If calling from outside the UK please dial +44 1962 871111 during the above hours (GMT).

* = mandatory field

This application form must be completed in English using BLOCK CAPITALS and in black ink.

1 Service Options

1.1 *Service required: Standard (£45.00) Premium (£80.00)

1.2 *Total certificates required:

2 Country To Which You Are Travelling

Australia	<input type="checkbox"/>	Belgium	<input type="checkbox"/>
Canada	<input type="checkbox"/>	Cayman Islands	<input type="checkbox"/>
New Zealand	<input type="checkbox"/>	South Africa	<input type="checkbox"/>
United States of America	<input type="checkbox"/>	Other: (specify)	

3 Personal Information

3.1 *Title: Mr Mrs Miss Ms Other Other: (specify)

3.2 *ALL forename(s)/given name(s):

3.3 Surname/family name:

3.4 *Have you ever used or been known by any other names? Yes No

If you have answered Yes to the question above, please provide a list of all your previous names below, including **maiden/married** names, names prior to and after change by deed poll, and name at birth if different from the above. Failure to answer this question will delay your application. If you run out of space, please use the continuation page found at the end of this application form.

3.5 Previous/former name(s):

3.6 *Gender: Male Female Intersex

3.7 *Date of birth: (dd/mm/yyyy)

3.8 *Place of birth: Village/town: Country:

3.9 UK National Insurance Number:

3.10 UK Driving Licence Number:

4 Passport / Travel Document Details

4.1 *Do you possess a current passport or travel document?

Passport

Travel document

I do not possess a valid passport/travel document

If you have ticked 'Passport' or 'Travel document' in the question above, please complete questions 4.2 to 4.15 below. You must enter your details exactly as shown on your passport(s)/travel document. If you possess more than one passport, please provide the details in the Additional Information section (10.1). If you do not possess a current passport or travel document, please complete question 4.16 below.

Passport/travel document 1:

4.2 *Passport/travel document number:

4.3 Surname/family name:

4.4 *Forename(s)/given name(s):

4.5 *Date of birth:

4.6 *Nationality:

4.7 Place of birth:

4.8 Expiry date: (dd/mm/yyyy)

Passport/travel document 2:

4.9 *Passport/travel document number:

4.10 Surname/family name:

4.11 *Forename(s)/given name(s):

4.12 *Date of birth:

4.13 *Nationality:

4.14 Place of birth:

4.15 Expiry date: (dd/mm/yyyy)

4.16 Do you possess any other official photographic identity document?

e.g. Home Office Application Registration Card (ARC) or national identity card.

Yes No

If you have answered 'No' to the question above, please answer question 4.17 below.

4.17 If you do not possess a current passport, travel document or any other official photographic identity document, please give the reason below.

5 Contact Details

5.1 Daytime telephone number:

5.2 Evening telephone number:

5.3 *Email address: (print in UPPER CASE)

5.4 *Confirm email address: (print in UPPER CASE)

6 Address History

6.1 *Current address: This is the physical address at which you reside (not a PO Box) and should be shown on your proofs of address. If you cannot provide proofs of address please contact the Customer Services number shown on page 2.

Postcode:

Date from: (mm/yyyy)

Date to: Present

6.2 Previous addresses: If you have lived at your current address for less than 10 years please give all your previous address(es) for this period below. If your current address is outside the UK please provide your previous UK address(es). If you run out of space, please use the Additional Information section (10.1).

Previous address 1:

Date from: (mm/yyyy)

Date to: (mm/yyyy)

Postcode:

Previous address 2:	Date from: (mm/yyyy)	Date to: (mm/yyyy)	
Postcode:			
Previous address 3:	Date from: (mm/yyyy)	Date to: (mm/yyyy)	
Postcode:			
Previous address 4:	Date from: (mm/yyyy)	Date to: (mm/yyyy)	
Postcode:			
Previous address 5:	Date from: (mm/yyyy)	Date to: (mm/yyyy)	
Postcode:			
6.3 *Have you ever lived in Scotland?			
		Yes <input type="checkbox"/>	No <input type="checkbox"/>
6.4 *Have you ever lived in Northern Ireland?			
		Yes <input type="checkbox"/>	No <input type="checkbox"/>

7 Personal History

Please ensure that you complete ALL sections below.

7.1 * Are you a serving, ex-serving, dependant or ex-dependant, partner or ex-partner of a serving or ex-serving member of the UK armed forces. Are you a civilian that has been subject to UK armed forces acts? Yes No

7.2 * Are you the subject of outstanding criminal proceedings? Yes No

If you have answered 'Yes' to the above question, please provide details of outstanding criminal proceedings in sections 7.3 to 7.10 below. If you run out of space, please use the Additional Information section (10.1).

7.3 * Alleged offence(s) 1:

7.4 * Date of court hearing: (dd/mm/yyyy)

7.5 * Court:

7.6 * Adjudication details:

7.7 * Alleged offence(s) 2:

7.8 * Date of court hearing: (dd/mm/yyyy)

7.9 * Court:

7.10 * Adjudication details:

7.11 *Have you ever been arrested, cautioned, warned or reprimanded or been convicted of a criminal offence in England, Wales, Northern Ireland or Scotland?

You must declare ALL convictions, including those you believe to be spent under the Rehabilitation of Offenders Act 1974.

Yes No

If you have answered 'Yes' to the above question, please provide details of previous criminal convictions in sections 7.12 to 7.19 below. If you run out of space, please use the Additional Information section (10.1).

7.12 *Offence(s) 1:

7.13 Date of court hearing: (dd/mm/yyyy)

7.14 Court:

7.15 *Disposal/sentence details:

7.16 *Offence(s) 2:

7.17 Date of court hearing: (dd/mm/yyyy)

7.18 Court:

7.19 *Disposal/sentence details:

8 Third Party Nomination

ACRO will not discuss your application with another party or disclose details without your consent. If for any reason you wish to nominate a representative to discuss this application on your behalf you must provide their contact details below. Providing contact details for a third party will be considered as consent. If you are a Power of Attorney for the applicant, please include a copy of the Power of Attorney documents with this application.

8.1 Name of representative/contact:

8.2 Relationship of contact to you:

8.3 Daytime telephone number:

8.4 Evening telephone number:

8.5 Email address: (print in UPPER CASE)

8.6 Confirm email address: (print in UPPER CASE)

9 Endorser Details

Your application must be endorsed by someone in one of the occupations listed on page 16. Your endorser cannot be your partner or a family member, must have known you for a minimum of 2 years, and must be eighteen years of age or older. Failure to provide this information will result in a delay to your application.

Please note: The individual endorsing your application may be contacted to verify the authenticity of this application. As part of this validation we may need to send the photograph you submit to confirm that it is a true likeness of you (the applicant).

9.1 *Title: Mr Mrs Miss Ms Other Other: (specify)

9.2 Surname/family name:

9.3 *Forename(s)/given name(s):

9.4 *Occupation:

9.5 *Relationship to applicant:

9.6 *Email address:

9.7 *Confirm email address:

9.8 Telephone number (daytime):

9.9 Telephone number (evening):

10 Additional Information

10.1 Additional information: Please use this page if you run out of space in sections 4, 6, or 7 or if you wish to provide any additional information in support of your application.

11 Delivery options

Additional certificates – Please note that one certificate is included in the service charge. Additional certificate copies are charged at **£6.00 per copy**.

Postal options – the free postal option includes 1st class UK mail or standard airmail. Enhanced mail includes UK next day delivery (NDD), International Tracked and International Signed For and costs £9.00 per delivery address. Courier costs £48 per delivery address and is not available to PO boxes (except for the United Arab Emirates and the Cayman Islands) or the UK. Please ensure you include c/o, department or case reference numbers for delivery to an embassy or high commission.

Delivery address 1: (current address)

11.1 *Number of certificates to be sent to this address:		£
11.2 *Postal option:	Free <input type="checkbox"/>	£
	Enhanced (£9.00) <input type="checkbox"/>	
	Courier (48.00) <input type="checkbox"/>	

Delivery address 2: (alternative delivery address)

11.3 *Address to be dispatched:	
11.4 Postcode:	

11.5 *Number of certificates to be sent to this address:		£
11.6 *Postal option:	Free <input type="checkbox"/>	£
	Enhanced (£9.00) <input type="checkbox"/>	
	Courier (48.00) <input type="checkbox"/>	
11.7 * Service required:	Standard (£45) <input type="checkbox"/>	£
	Premium (£80) <input type="checkbox"/>	
Sub total:		£

Please complete this section only if you are completing your application by post.

11.8 *Payment method: Payments should be made payable to ' PCC for Hampshire ' or ' Police and Crime Commissioner for Hampshire '	UK cheque <input type="checkbox"/>
	UK Postal Order <input type="checkbox"/>
	Bankers draft <input type="checkbox"/>
	Bank transfer <input type="checkbox"/> Reference number:

12 Case officer / Immigration Officer and reference number

As part of your visa / immigration process you may have been appointed a Case Officer / Immigration Officer with a correspondence e-mail address who will oversee your application and/or a case reference number. If you have been provided any of these details it may assist ACRO in processing your application or the delivery of your Police Certificate if you have requested it to be sent directly to the embassy / high commission (we will not send Police Certificates by E-mail as the security features can not be replicated). You should obtain permission from your Case Officer / Immigration Officer before you provide the details below.

12.1 Case officer / Immigration Officer:

12.2 Case reference number:

12.3 Case Officer / Immigration Officer email address:

12.4 Confirm email address:



Terms and Conditions of Service

The following terms and conditions relate to the Police Certificates service provided by the ACPO Criminal Records Office (ACRO). Please read these terms and conditions carefully. If you do not accept these terms and conditions we will not be able to process your application.

1. General:

- 1.1 You will be provided with your Police Certificate only if you have provided the following:
- A completed application form
 - Two current proofs of address (less than 6 months old)
 - A copy of your passport(s) / travel document(s)
 - A passport photo
 - Payment
 - Power of attorney / legal documents (if applicable)
 - Your application must be endorsed
- 1.2 The provisions of the Data Protection Act mean that in certain circumstances we will not provide some personal data. You will not be provided with personal data if:
1. Releasing it to you would be likely to prejudice a criminal investigation;
 2. It identifies other individuals;
 3. It is not relevant for your Police Certificate
- 1.3 Certificates are prepared in accordance with ACPO Retention Guidelines (please note that the ACPO Retention Guidelines are also applied to Northern Irish, military and overseas convictions).
- 1.4 ACRO will not accept responsibility for Police Certificates that are rejected by the relevant embassy, high commission or requesting authority of a country. Other than for Australia, Belgium, Canada, Cayman Islands, New Zealand, South Africa or USA, it is your responsibility to check if a Police Certificate is acceptable.

2. Your Application:

- 2.1 You must complete your application in English. If you fail to complete your application in English you may not receive your Police Certificate and you will not be refunded.
- 2.2 We reserve the right to request original identity documentation. Where we request original documents they will be returned to you by registered post.
- 2.3 We reserve the right to request additional information or clarification. Your application will not be processed without the requested information.
- 2.4 If we request additional documentation, information or clarification and you do not reply by the date specified, we will cancel your application.
- 2.5 We aim to dispatch your Police Certificate within the agreed service time (two working days for premium or ten working days for standard, not including day of receipt or dispatch).

- 2.6 ACRO cannot be held responsible for items lost or delayed in the post by the postal service or third party delivery companies
- 2.7 ACRO adhere to the [Royal Mail lost in post policy](#) and will not send any replacements free of charge until your item is considered lost under this policy.
- 2.8 The information you have provided in this application form must be accurate and you must be the individual to whom it relates.
- 2.9 You must have declared all the names by which you have ever been known.
- 2.10 ACRO will make any enquiries it deems necessary in order to process your application or to verify the information you have provided.
- 2.11 Your application may be delayed if any of the following occurrences take place:
- You fail to complete the application form correctly
 - You do not apply the correct postage (for postal applications only)
 - You do not provide the required supporting documents
 - You do not provide the correct payment
 - You send your application to the incorrect address for the service level required (postal applications only)
 - You are subject to an impending / outstanding prosecution(s).
 - Searches are required of historical police databases
 - Searches are required of other law enforcement databases
 - There is an unforeseen event or occurrence such as postal service restrictions, adverse weather conditions or computer system failure.

3. Privacy:

- 3.1 We will only contact you in relation to your Police Certificate if necessary, by phone, email or letter.
- 3.2 The information you provide in your application will be used for processing your request and for any other policing purpose.
- 3.3 The information supplied within your application and the information on the Police National Computer (PNC) record to which your application relates may be passed to other police agencies and government organisations in the interests of law enforcement.
- 3.4 If you impersonate or attempt to impersonate another person you may be guilty of an offence.
- 3.5 If you are an agent or principal-in-fact (i.e. you hold power of attorney) and are making an application on someone's behalf, you must have provided the power of attorney documents as evidence.
- 3.6 We will not discuss or provide details about your application with another party without your prior consent (with the exception of 3.1 & 3.2).
- 3.7 We may send the photograph you have provided in the application to your endorser to confirm that it is a true likeness of yourself. Please be aware that whilst the email will be sent from ACRO's secure network, unless the endorser has a secure email address the delivery to their personal inbox is an insecure connection via the public internet. ACRO cannot accept responsibility for any loss or inappropriate access to the email once it has left the ACRO secure network. It is the responsibility of the applicant to ensure that the email address submitted is accurate.
- 3.8 We will securely store your personal information on our systems for 12 months.

4. Payment:

- 4.1 Payment of the fee for the service and optional extras is due in full at the time of making your application.
- 4.2 1st class postage of your disclosure to a UK address or standard airmail to an overseas address is included in the service fee.

4.3 ACRO will not be held responsible for any additional charges by your bank or card issuer.

5. Refunds:

- 5.1 If you cancel your application or we cannot process your application because you have failed to respond to requests for information, we will deduct an administration fee of £10.00 from any refund.
- 5.2 If you overpay by less than £10.00 we will not be able to refund you. ACRO will in the first instance upgrade your service where possible. If this is not possible we will donate any remaining money to charity.
- 5.3 If you overpay by £10.00 or more, we will contact you to arrange a refund or to obtain your agreement to donate the overpaid amount to charity. All refunds will be paid in UK Pounds Sterling.

6. Complaints and Disputes:

- 6.1 Complaints regarding our services should be made to our Customer Services department via email to: customer.services@acro.pnn.police.uk or by letter to: ACRO, PO Box 481, Fareham, Hampshire, PO14 9FS, (UK). We will endeavour to acknowledge your complaint within two working days of receipt and we will endeavour to resolve your complaint within 28 days.
- 6.2 Disputes regarding the information provided to you should be made by phone, email or letter.
- 6.3 ACRO will not be held responsible for errors in records held on national police systems. If you do not agree with the information on your Police Certificate, ACRO will verify that the disclosure is an accurate reflection of (a) the information you have submitted in your application, and (b) the information held on national police systems. If you would like to dispute the information held about you on national police systems, ACRO will refer you to the relevant data owner (usually the police force or agency that created the record).

Please indicate that you have read and agree to the terms and conditions of service.

* Applicant name: (print in UPPER CASE)	
* Applicant signature:	* Date: / /

Applicant checklist (not applicable to online applications)

This page does not need to be returned with your completed application and can be retained for your records.

Application form (fully completed).

Signed **Terms and Conditions of Service.**

Two proofs of current address **dated within the last 6 months showing both your name and address** (no documents will be returned).

One colour passport photograph.

Copy of passport(s) / travel document / other official photographic identity document. Copies of passport(s) / travel documents must clearly show your photograph, personal information, expiry date, nationality, machine readable zone, extension pages and signature (if applicable). Copies of other official photographic identity documents should show as many of these features as possible.

Correct payment including optional postage costs if applicable (dated, signed & payable to **Police and Crime Commissioner for Hampshire** or **PCC for Hampshire**).

Documents are not to be stapled or pinned together.

Please **do not** return guidance notes with your application form.

<p>If you are paying for the standard service please send your application to:</p> <p>ACRO PO Box 481 Fareham Hampshire PO14 9FS (UK)</p>	<p>If you are paying for the premium service please send your application to:</p> <p>ACRO (P) PO Box 660 Fareham Hampshire PO14 9LN (UK)</p>	<input type="checkbox"/>
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Please ensure that you apply the correct postage to your envelope otherwise your application form may not be delivered to ACRO.

Application Endorsement

In order to satisfy ACRO requirements, your application must be endorsed by an individual employed as one of the following or similar profession:

Accountant	Social Worker
Airline Pilot	Solicitor
Ambulance Service Official / Paramedic	Surveyor
Architect	Teacher
Bank / Building Society Official	Trade Union Officer
Barrister	Tutor
Care Worker (Registered)	Valuer or Auctioneer
Company Chairman	Veterinarian
Chemist	Veterinary Nurse
Chiropodist	
Civil Servant (Permanent)	
Commissioner of Oaths	
Councillor (Local or County)	
Dentist	
Director	
Doctor	
Engineer	
Executive	
Financial Adviser	
Fire Service Official	
Funeral Director	
Insurance Broker	
IT Specialist	
Judge	
Justice of the Peace	
Lawyer	
Lecturer	
Legal Secretary	
Magistrate	
Manager	
Medical Consultant/Specialist	
Member of a Chartered Institute	
Member of Parliament	
Merchant Navy Officer	
Minister of a Recognised Religion	
Museum Curator	
Notary Public	
Nurse (SRN or other qualification)	
Officer of the Armed Services (Active or Retired)	
Optician	
Personal Licence Holders (Liquor/Alcohol)	
Personnel Officer	
Pharmacist	
Police Officer/Police Civilian Staff	
Post Office Official	
Prison Officer	
Probation Officer	
Salvation Army Officer	