

## DISPUTE POLICY

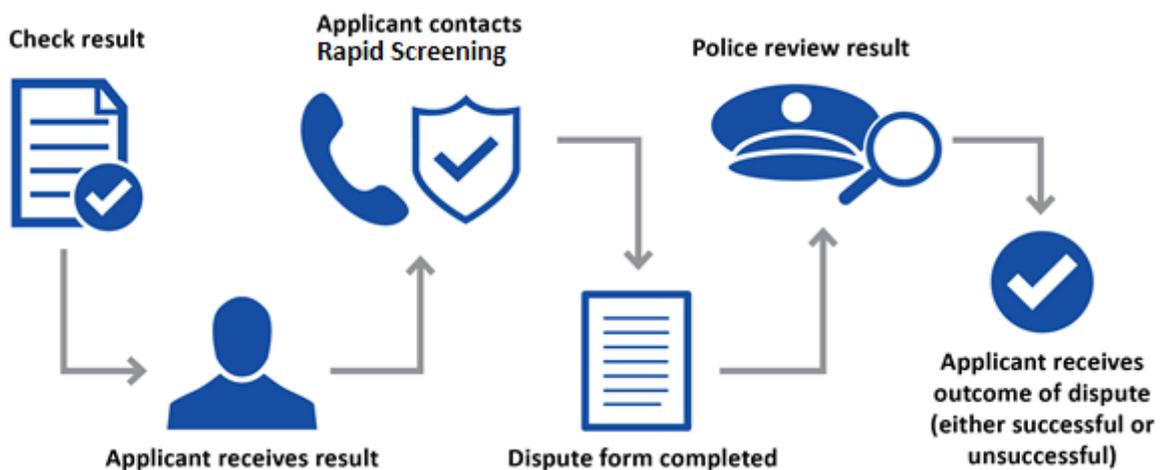
### About this form (next page)

If you believe that your police check result is incorrect, you can dispute it by contacting our support line on 03 9044 7260. Or complete this form below and send it via email to [info@rapidscreening.com.au](mailto:info@rapidscreening.com.au). You should provide as much information as possible, including any documents that support your claim.

It important to note that Rapid Screening and the ACIC do not release police check results. We are not in a position to resolve the dispute on your behalf. Our role is to provide the national IT system that allows Australia's police agencies to process police checks and share information.

Note: If you call us on our support line, we will need to identify you first before discussing your dispute.

### Steps to submit a dispute:



1. Contact Rapid Screening support line on 03 9044 7260 or email a Dispute Form. You will be asked to outline the reasons for the dispute and provide documentation to support your claims.
2. Rapid Screening will lodge your dispute into a national database for further investigation.
3. The police agency/ies responsible for the release of information on your police check result will investigate the dispute and determine an appropriate outcome. The police agency/ies may request further information to support their investigation.
4. Once the dispute has been concluded, Rapid Screening will be advised of one of the following outcomes:
  - **Successful dispute outcome**  
The dispute has been successful and the police check result will be amended.
  - **Unsuccessful dispute outcome**  
The dispute has been unsuccessful and the result will remain the same. You may challenge this outcome and additional documentation may be collected to support the challenge.
5. Rapid Screening is responsible for advising you of the dispute outcome.

Note: Due to privacy concerns, the ACIC may not be able to provide Rapid Screening with specific detail about why the dispute was unsuccessful.

Please email this Dispute Form and send it as an attachment to [info@rapidscreening.com.au](mailto:info@rapidscreening.com.au). In the subject field, please enter your Full Name and DISPUTE FORM.

Disputes Form	
Full Name:	
Contact No#:	
Address:	
Email:	
Order No#:	
Provide a brief outline of your dispute. You may attach additional documents if relevant:	
What would you like the outcome of this dispute to be?	