

CRIMINAL RECORDS BUREAU

Online Tracking Service

The online tracking service provides customers with a facility to track the progress of Disclosure applications.

Who can use the tracking service?

The applicant, the employer, the Registered or Umbrella Body.

What information will I need to track an application?

To track an individual application you will need to know two pieces of information:

- The Disclosure application form reference number
- The applicant's date of birth

Applicants who do not know their form reference numbers can contact the Registered/Umbrella Body or the CRB.

Phone: 0870 90 90 811
Minicom: 0870 90 90 344
Post: Criminal Records Bureau
PO Box 110
Liverpool, L69 3EF

How much will it cost?

The tracking service is available free-of-charge.

What will the tracking service tell me?

The tracking service will tell you what stage in the process the application(s) has reached, or will state that:

- The application has been returned to the Countersignatory, due to errors identified on the application and the date that this was done.
- If the Disclosure has already been dispatched and the date this was done.

What if I need to speak to someone about the tracking service or its results?

If you wish to speak to someone about the tracking service or the results of the search please contact us, quoting the application form reference number you entered when you made your online progress enquiry request.

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To access the CRB on line tracking service use any one of the following links:

www.direct.gov.uk/crb

www.businesslink.gov.uk/crb

www.homeoffice.gov.uk/crb