

Court Orders for Non-Policing Agencies will be processed by ACRO Information Management. Agencies will be kept up-to-date with processing time frames in areas of ACRO's involvement.

Please send all Court Orders and Queries to:
acrocourtorders@acro.police.uk

Court Order Information Sheet

As the international requests are mandated by a UK Court, those submitting Court Orders do not need to supply consent from the named individual for the check to take place.

To ensure that countries have enough information to make an accurate check, ensure that ACRO are made aware of the necessary minimum data requirements** when submitting the Court Order:

- First, Middle*, Surnames and Maiden* names
- Gender
- Date and place (town) of birth
- Country of Birth and Nationality
- Mother's name,
- Passport details, and
- Last Known address within the country in question.

*Where applicable

**Please be aware that a few countries have additional minimum data requirements. We will contact you if any additional information is needed.

Court Orders stating that a country must provide criminal data are not valid. This is because one country does not have authority over another.

Not all countries have a Criminal Register. **This will mean they are unable to respond to requests.** To find out if the country you require information from does not have a register, please email the Court Order Mailbox.

For **UK held Conviction History**, please ensure Court Orders are directed to **Local Forces**. They are able to provide local records as well as PNC held conviction data.

Court Orders pertaining to Requests to **HIGH RISK COUNTRIES** will be viewed on a case by case basis by ACRO's Superintendent before the requests are made.

Court Orders mandating International Criminal Conviction checks will be charged for per Court Order, not per request.

Standard charge*	Charge per additional hour of processing**
£104.80	£35.67

*These charges have been set based on the time spent to process the CO and subsequent request(s).

**Additional processing costs may occur in instances where minimum information requirements need to be gathered. Please ensure all required information is supplied to ACRO in the first instance.



Court Order Wording

ACRO receive many Court Orders which have to be returned (they don't mandate that action be taken), the following information aims to support those who have not yet had a Court Order written, who may be able to advise the Court of the wording required:

The Body (submitting the Court Order) is required to obtain an International Criminal Conviction Check from Country for named individual.

There is a vast range of response times from countries around the world. Please keep in mind that ACRO are only able to supply information in accordance with the time frames of the requested country.

At present, European countries use a System for exchanging data with the agreement that responses to foreign conviction checks will be responded to within 20 working days. ACRO add translation time to this and the average response time for EU countries is 22 days. This applies only to criminal proceedings

ACRO Information Management will **retain** information received by the Court Order mailbox, for **up to six months after the request has been closed**. This covers all information and documents SENT TO, and RECEIVED FROM, ACRO International Services and the sending body.

Brexit has resulted in an increased turn-around time for requests **for criminal proceedings**. (Detailed as above)

Additionally, some EU countries are no longer returning data **for non-criminal proceedings**. Please be patient as we ascertain which countries these are. More information will be gathered to inform and support our requesting agencies.

Some countries do not respond to international requests for Non-Criminal Proceedings. This is subject to change.

If you would like to check if a country is responsive, or the average response time of a specific country, please enquire with the ACRO Court Order Mailbox.