

FRAUD AND VERIFICATION

UCAS' Verification Team is tasked with the prevention and detection of fraud in applications, and similarity in personal statements. If you provide true, complete and accurate information and if your personal statement is all your own work, then you have nothing to worry about.

To prevent fraud in applications we warn you of the risks if you fail to provide true, complete, and accurate information. We also tell you about what we do and why we do it. All applications are screened by our industry-standard fraud and similarity detection software and any suspicious applications are investigated. We may request original, or scanned copies of original documents in order to verify the information provided in your application. We keep course providers informed on the progress of our investigations, and we may share information with external parties, in the interests of fraud prevention and detection. We may cancel applications if false, missing, and/or misleading information is provided. We will suspend your application when we receive no response from you regarding our enquiries by a set date.

Important notes for applicants

We act on behalf of our admissions services and course providers, to ensure applications received for processing are routinely checked for accuracy. We'd like to draw your attention to the [declaration](#) and [terms and conditions](#) which you have accepted for the processing of your application.

To make sure the details given in your application are accurate, we may ask you to provide supporting documents and/or additional information – we'll provide you with clear instructions about what we need.

You will be informed if we need to contact your awarding organisation(s)/school/workplace to verify the information you provide during the investigation of a case that has been referred to UCAS by a provider. This procedure also applies if verification of a referee's information is requested by the providers. We will also advise you of the outcome once this is known.

After you have received our first email requesting copies of qualifications, you have 21 days to provide the documents and/or information requested. If you fail to respond in this time your application will be suspended, and we'll notify you by email. We will send you a reminder email 7 days after our first email and a second reminder 14 days after our first email. If you respond in the time specified but fail to provide all the correct-documents and/or information or provide non-genuine documents and/or false information, your application may be cancelled.

To send original documents by post, please clearly mark envelopes for the attention of the Verification Officer named in the email we sent to you, and address them to:

Verification Team
UCAS
Rosehill
New Barn Lane
Cheltenham
Gloucestershire
GL52 3LZ

We advise sending your documents by 'Special Delivery' to ensure safe delivery and to enclose a stamped addressed 'Special Delivery' envelope for the return of your documents. If you are unable to supply a stamped addressed 'Specially Delivery' envelope your documents will be returned to you by first class 'Royal Mail Signed For'. UCAS does not accept liability for any losses, whether direct or indirect, in respect of documents lost or damaged when returned to you.

Appeals and complaints

If your application is cancelled, you have the right to submit an appeal in accordance with UCAS' appeals and complaints procedure.

If you decide to submit an appeal, you must do this within 28 days from the date your application was cancelled. We will notify you of our decision in writing within 28 days. However, if you submit an appeal after 28 days, our consideration of your appeal may be delayed.

An appeal may be upheld, which means your application will be reinstated, or rejected, meaning your application will remain cancelled.

Your appeal should be made by filling in this webform [here](#) or by post to:

Service Delivery Manager (Admissions)
UCAS
Rosehill
New Barn Lane
Cheltenham
Gloucestershire
GL52 3LZ

If you're unhappy with the verification process, you have the right to submit a complaint, in accordance with our complaint procedure. If you do, you'll receive a response in writing within 5 working days.

You should make your complaint in writing, and send it by email to complaints@ucas.ac.uk or post it to:

Customer Complaints Team
UCAS
Rosehill
New Barn Lane
Cheltenham
Gloucestershire
GL52 3LZ