

**Doubts on the authenticity  
of information**

6.1.1 Countries do occasionally change their passports, so employers will need to handle any discrepancies sensitively. If there is any doubt as to the authenticity of the passport presented by the individual, employers should contact the Home Office to make sure the passport for that country hasn't changed.

6.1.2 Further guidance can be found on the UK visas and immigration section of the [gov.uk website](https://www.gov.uk). Alternatively, employers can call the Employers and Education Providers helpline: 0300 123 4699.

6.1.3 Employers can also use their local counter-fraud service to do this on their behalf.

6.1.4 Where checks return information that contradicts the details provided by the individual and raises concerns, employers should:

- proceed in a sensitive manner, there is often a reasonable explanation for apparent inconsistencies
- attempt to address any concerns directly with the individual. Employers may wish to call them back for a second interview so that they have the opportunity to follow up with the relevant sources.

6.1.5 In exceptional circumstances, where checks reveal substantial misdirection, employers may feel it appropriate to report these concerns to the [NHS Counter Fraud Authority](#) or the local police. Employers can also call the 24-hour fraud and corruption reporting line on 0800 028 40 60.