

News story: Use GOV.UK to answer your queries

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Last updated 21 September 2018 [+ show all updates](#)

1. 21 September 2018 Email addresses updated in line with recent changes.
 2. 11 October 2016 Updated links for the most common queries.
 3. 5 July 2016 Updated links to common queries.
 4. 25 February 2016 Updated link to referral and barring guidance.
 5. 16 December 2015 Updated common queries
 6. 5 October 2015 Added a link to DBS filtering guidance.
 7. 14 July 2015 Added new common queries.
 8. 28 July 2014 First published.
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Certification Office: certificates of independence

Criminal Justice Workers Union: Certificate of Independence granted (9 August 2022)

The application for a certificate of independence from the Criminal Justice Workers Union was approved by the Certification Officer on 9 August 2022.

Criminal Justice Workers Union: Application for a certificate of independence (5 July 2022)

Notice is hereby given that that an application for a certificate of independence under section 6 of the Trade Union and Labour Relations (Consolidation) Act 1992 has been received from Criminal Justice Workers Union. Any person who wishes to submit any information relevant to this application should do so within one calendar month of the date of this notice.

Aircrew Officers Association Europe (AOAE): Certificate of Independence granted (5 October 2021)

The application for a certificate of independence from Aircrew Officers

Association Europe (AOAE) was approved by the Certification Officer on 5 October 2021

**Aircrew Officers Association Europe (AOAE):
Application for a certificate of independence (3
August 2021)**

Notice is hereby given that that an application for a certificate of independence under section 6 of the Trade Union and Labour Relations (Consolidation) Act 1992 has been received from the Aircrew Officers Association Europe (AOAE). Any persons who wishes to submit any information relevant to this application should do so within one calendar month of the date of this notice.

**Cleaners and Allied Independent Workers Union
(CAIWU): certificate of independence granted (3
December 2018)**

The application for a certificate of independence from Cleaners and Allied Independent Workers Union (CAIWU) was approved by the Assistant Certification Officer on 3 December 2018

**Cleaners and Allied Independent Workers Union
(CAIWU): Application for a certificate of
independence (11 September 2018)**

Notice is hereby given that that an application for a certificate of independence under section 6 of the Trade Union and Labour Relations (Consolidation) Act 1992 has been received from the Cleaners and Allied Independent Workers Union (CAIWU). Any persons who wishes to submit any information relevant to this application should do so within one calendar month of the date of this notice.

**National House Building Council Staff Association:
certificate of independence granted (7 March 2018)**

The application for a certificate of independence from National House Building Council Staff Association was approved by the Assistant Certification Officer on 7 March 2018

**National House Building Council Staff Association:
application for a certificate of independence (13
November 2017)**

Notice is hereby given that that an application for a certificate of

independence under section 6 of the Trade Union and Labour Relations (Consolidation) Act 1992 has been received from the National House Building Council Staff Association (NHBC Staff Association). Any persons who wishes to submit any information relevant to this application should do so within one calendar month of the date of this notice.

United Voices of the World: certificate of independence granted (21 August 2017)

The application for a certificate of independence from the United Voices of the World was approved by the Assistant Certification Officer on 21 August 2017

United Voices of the World: application for a certificate of independence (1 April 2017)

Notice is hereby given that that an application for a certificate of independence under section 6 of the Trade Union and Labour Relations (Consolidation) Act 1992 has been received from the United Voices of the World. Any person who wishes to submit any information relevant to this application should do so within one calendar month of the date of this notice.

Artists' Union England: certificate of independence granted (2 June 2016)

The application for a certificate of independence from the Artists' Union England was approved by the Assistant Certification Officer on 2 June 2016.

Artists' Union England: application for a certificate of independence (13 April 2016)

Notice is hereby given that that an application for a certificate of independence under section 6 of the Trade Union and Labour Relations (Consolidation) Act 1992 has been received from the Artists' Union England. Any person who wishes to submit any information relevant to this application should do so within one calendar month of the date of this notice.

National Crime Officers Association: certificate of independence granted (4 June 2015)

The application for a certificate of independence from the National Crime Officers Association was approved by the Assistant Certification Officer on 4 June 2015.

National Crime Officers Association: application for a certificate of independence (11 February 2015)

Notice is hereby given that that an application for a certificate of independence under section 6 of the Trade Union and Labour Relations (Consolidation) Act 1992 has been received from the National Crime Officers Association. Any person who wishes to submit any information relevant to this application should do so within one calendar month of the date of this notice.

Independent Workers Union of Great Britain (IWGB): certificate of independence granted (23 January 2015)

The application for a certificate of independence from the Independent Workers Union of Great Britain (IWGB) was approved by the Certification Officer on 23 January 2015.

Independent Workers Union of Great Britain (IWGB): application for a certificate of independence (25 November 2014)

Notice is hereby given that that an application for a certificate of independence under section 6 of the Trade Union and Labour Relations (Consolidation) Act 1992 has been received from the Independent Workers Union of Great Britain (IWGB). Any person who wishes to submit any information relevant to this application should do so within one calendar month of the date of this notice.

PPU: certificate of independence granted (25 March 2014)

The application for a certificate of independence from the PPU was approved by the Certification Officer on 25 March 2014.

PPU: application for a certificate of independence (13 January 2014)

Notice is hereby given that that an application for a certificate of independence under section 6 of the Trade Union and Labour Relations (Consolidation) Act 1992 has been received from PPU. Any persons who wishes to submit any information relevant to this application should do so within one calendar month of the date of this notice.

News story: Warning: misleading invoices – don't be fooled

Misleading mail

If you receive an unsolicited invitation, DO NOT PAY IT until you have checked what services are being offered and if it is from an official source.

Changes to the mailings

Following IPO's successful legal action against private organisations offering official-sounding trade mark renewal services, and upheld complaints to the Advertising Standards Authority, customer feedback has changed.

Customer feedback about misleading offers for trade mark renewal services has steadily declined over the past six months. However, the volume of customer feedback about misleading offers to enter trade marks on private official-sounding registers is increasing.

Entries in unofficial publications or 'registers'

The invitations look like official invoices and sometimes include a pre-paid reply envelope.

The two main private organisations that issue these 'registration' offers are currently:

- the World Organization for Trademarks (WOTRA)
- the Intellectual Property Organisation Service (IPOS)

You are under no obligation to pay them.

You should be aware, details of all UK applications and granted patents, registered trade marks and designs, are automatically entered onto our official registers:

The European Patent Office (EPO), World Intellectual Property Organisation (WIPO) and the European Union Intellectual Property Office (EUIPO) all operate similar official registers.

These automatically record all applications for granted patents, and registered trade marks and designs, either filed directly with them, or through us.

WIPO has further information on [unsolicited invitations relating to international patent applications](#).

European Union trade mark filing

Some businesses, who are not regulated legal service providers, are contacting applicants of UK trade marks. They are offering to file a European Union Trade Mark application based on the data present in their UK application.

There is no obligation to file a European Union Trade Mark application to obtain protection in the UK. If however you decide to consider such an offer, you should check:

- whether the person is offering to represent you before EUIPO in the event of any problems with, or objections to, your application – not everyone can do this
- whether the fee quoted by the UK service provider includes the official fees for making a European Union Trade Mark application. If not, how these fees will be paid

What to do if you receive an unsolicited invitation

Check to see what services are being offered and if it is from an official source. You are NOT obliged to pay any fees. These companies are not linked to any government or EU institution.

If you receive a misleading invoice, [we would like to hear about it.](#)

We would like you to include an electronic copy of both the invoice, and the envelope it was received with, in your email for our records. If you also received a pre-paid return envelope, please send a copy of that as well.

If you are in doubt about the mailing, check with your patent or trade mark attorney, solicitor, patent advisor or inventor-support organisation.

You can also contact the [Chartered Institute of Trade Mark Attorneys](#) or the [Chartered Institute of Patent Attorneys](#) whose members provide general advice on patents, designs and trade marks.

Action Fraud

If you have received an invoice in relation to your trade mark, design or patent and were misled into paying the organisation, please also report it to Action Fraud.

For customers or representatives who have received a misleading invoice, please make an [Information Report to Action Fraud](#) via the online reporting tool.

For customers or representatives who have paid a misleading invoice, please make a [Crime Report to Action Fraud](#).

Action Fraud is the online reporting portal for all instances of fraud affecting UK citizens and businesses. It is operated by the City of London

Police who are the UK lead Force for the investigation of fraud. Reports are collated and analysed by the National Fraud Intelligence Bureau (NFIB). Depending on a scoring matrix, together with an assessment of available evidence, they can be sent to an individual police force for investigation.

The NFIB also send out industry alerts when new methods or techniques to defraud companies are identified. Whilst we cannot guarantee a response by law enforcement, it would be helpful if you kept the invoice and accompanying envelope(s) in a plastic sleeve and handle it as little as possible.

Thank you for your cooperation.