

COVID-19: January Update to Contact Centre opening hours

News story

Due to COVID-19, DBS Contact Centre hours have temporarily changed.



The opening hours for the DBS Contact Centre have temporarily changed, as detailed below, in response to coronavirus-related measures:

Our call centre is currently closed on a Saturday.

You may also experience some delays or longer waiting times. Our peak times are between 9am to 10am and 4pm to 5pm, and you will likely experience more significant delays during these periods.

We will also be offering a reduced telephone service on our Disputes team which is currently only available 9am – 3pm

Services across GOV.UK remain unaffected.

You can track your application online:

- Online tracking for basic DBS checks, [here](#)
- Online tracking for standard and enhanced DBS checks, [here](#)

If you have a general enquiry, you can still contact DBS via:

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