

COVID-19: Update to Contact Centre opening hours

News story

Due to COVID-19 precautions, 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:

Previous opening hours	Opening hours as of 14 October 2020
Monday to Friday, 8am to 6pm	Monday to Friday, 9am to 5pm
Saturday, 10am to 5pm	Saturday, Closed

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.

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:

Published 14 October 2020