

COVID-19: Updated Contact Centre opening times



An existing news article advised that the DBS Contact Centre had closed temporarily. As of today, 30 March 2020, the Contact Centre has reopened.

The DBS Contact Centre opening hours have changed, as detailed below:

Previous opening hours	Opening hours as of today, 30 March 2020
Monday to Friday, 8am to 6pm	Monday to Friday, 9am to 4pm
Saturday, 10am to 5pm	Saturday, Closed

This decision has been made to maximise availability, ensuring that we have sufficient staff on hand to deal with incoming customer calls, and to ensure we are still able to offer a high standard of customer service to our customers.

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

You can also track your application online:

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

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1. 31 March 2020

Email updated for barring customers.

2. 20 March 2020

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