

DBS ranked highest-rated public service organisation for customer satisfaction

The UK Customer Satisfaction Index (UKCSI), which was published in January 2022, has shown that the Disclosure and Barring Service (DBS) is the highest-rated public sector organisation in the UK, for customer satisfaction.

The index is published twice a year by the Institute of Customer Service, and details an increase in DBS' customer satisfaction score from January 2021, to January 2022.

Within the report, DBS was benchmarked against 10 other public sector organisations including HM Passport Office, the Environment Agency, and the Driving and Vehicle Licensing Agency. DBS received a customer satisfaction score of 81.4 out of 100, with the average score for public sector organisations sitting at 76.9.

DBS was also ranked highly by customers in areas such as reputation and trust, and whether they would recommend using DBS services in future.

The independent index is calculated using feedback from around 10,000 consumers in an online survey covering 13 different sectors, and over 260 public and private organisations.

Eric Robinson, CEO of DBS, said:

We are incredibly very proud that DBS has been recognised as the highest-rated public sector organisation for customer satisfaction in the UK. The result demonstrates the organisation's strong commitment to providing high quality services and the dedication and hard work of DBS staff which has been even more important during the pandemic for the customers we serve.

We welcome feedback from the survey and we will use the findings alongside responses from our own DBS customer survey to ensure we continue to further improve services for our customers.

Jo Causon, CEO of The Institute of Customer Service, added:

Through this challenging period, some businesses have adapted well and responded to changes in their customers' circumstances and needs. DBS' strong showing in the UKCSI is encouraging and shows that public sector organisations – much like those in the private sector – who build trust and deliver on their promises will be rewarded with customer loyalty.

The latest UKCSI results incorporate data collected between 8 March to 6 April 2021, and 13 September to 8 October 2021. More information about the index and the main UKCSI report can be found on the [Institute of Customer Service website](#).