

DBS re-accredited with Customer Service Excellence Standard

News story

Customer Service Excellence is a national quality mark that seeks to recognise organisations that have a truly customer-focused culture.



The Disclosure and Barring Service (DBS) has been re-accredited for a further three years with the Customer Service Excellence Standard (CSE).

CSE recognises organisations in the private and public sector that prioritise customer service and are committed to continuous improvement.

The standard is awarded after a rigorous assessment process which involves organisations being tested against 57 criteria areas. The assessment places particular focus on:

- delivery
- timeliness
- information
- professionalism and staff attitude
- understanding user experience
- measuring customer satisfaction

To achieve the re-accreditation, DBS underwent a two-day assessment in December 2021 which involved interviews with staff and customers.

DBS was found to be compliant in all areas of the assessment and exceeded compliance (known as compliance plus) in 15 areas. Examples of areas DBS was found to be compliance plus include:

- having policies and procedures, which support the right of all customers to expect excellent levels of service
- using customer feedback to continually improve services
- responding to initial enquiries promptly
- monitoring our performance for timeliness and quality of customer service

- making efforts to identify hard to reach and disadvantaged groups and developing our services in response to their specific needs

Eric Robinson, CEO of DBS, said:

We are delighted to be reaccredited with the Customer Service Excellence Standard. It shows our dedication to putting customers at the core of what we do. We are determined to build on this achievement by continuing to listen to the valuable feedback of our customers and partners so we can make further improvements to DBS services.

Provide your feedback on DBS services by completing the [customer satisfaction survey](#).

Find out more about the Customer Service Excellence Standard at www.customerserviceexcellence.uk.com.

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