

# DBS recognised as the highest-rated public service organisation for customer satisfaction

The Disclosure and Barring Service (DBS) has been ranked as the highest-rated public service organisation in the UK, for customer satisfaction in the July 2022 UK Customer Satisfaction Index (UKCSI). DBS also achieved this ranking in the January 2022 UKCSI.

The index is published twice a year by the Institute of Customer Service and is based on the responses of over 10,000 consumers. It acts as a national benchmark for customer satisfaction and covers 272 organisations across 13 sectors.

Within the report, DBS was compared against 12 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 81.6 out of 100. The average score for public sector organisations was 75.3.

DBS was ranked highly in the UKCSI report by customers in areas such as reputation and trust, being open and transparent, and whether they would recommend using DBS services to a friend or relative.

Eric Robinson, CEO of DBS, and Dr Gillian Fairfield, Chairman of DBS, said:

“It is a testament to the hard work of our staff that DBS has been named as the highest-rated public service organisation for customer satisfaction in the UK. Receiving this recognition for a second consecutive time demonstrates our efforts to continually improve customer experience and our commitment to provide high quality, reliable, consistent, timely, and accessible services.”

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

“Through this challenging period of disruption and uncertainty, some businesses have adapted well and responded to changes in their customers’ circumstances and needs. DBS’ continued strong performance in the UKCSI is encouraging and shows that public sector organisations that best support their customers through these times – by reassuring, engaging, and delivering on their promises – will be best placed to thrive as we come out of this crisis and rewarded with customer loyalty.”

More information about the index and the main UKCSI report can be found on the [Institute of Customer Service website](#).