

[Launch of the new DBS customer satisfaction survey](#)

News story

The survey will be used to measure customer satisfaction on an ongoing basis.



Today, Friday 1 April 2022, the Disclosure and Barring Service (DBS) has launched a new [customer satisfaction survey](#) to better understand the views and experiences of our customers.

The survey, which is available in both English and Welsh, will help gather valuable feedback from customers about DBS services. The insight from the survey will also be used to help identify areas for future improvement.

The survey is estimated to take no longer than a few minutes.

Eric Robinson, CEO at DBS, said:

In January, DBS was pleased to be named in the UK Customer Satisfaction Index (UKCSI) as the highest-rated public sector organisation for customer satisfaction in the UK. We are now aiming to build on this achievement by launching a new customer survey. The survey will provide us with useful feedback on a continuous basis so as an organisation, we can continually improve and ensure our services meet the highest standards. We want to encourage all our customers – from individuals to large organisations – to complete the survey.

Everyone who completes the survey will also be given the opportunity to sign up to participate in future research with DBS.

The survey will run on an ongoing basis, and is available to complete from today. Access the survey here: [DBS customer satisfaction survey](#)

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