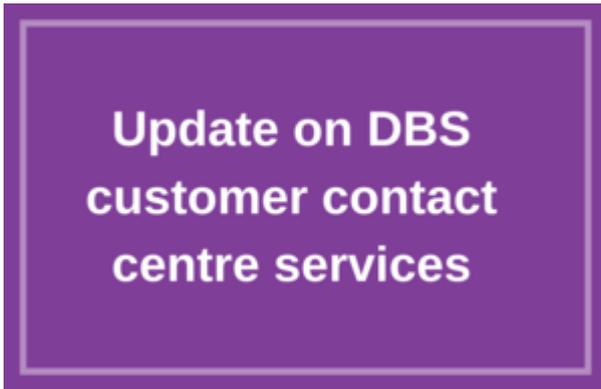


Update on DBS customer contact centre services – 15 to 20 August

News story

Planned industrial action by staff from contractors Hinduja Global Solutions is set to affect DBS customer contact centre services from 15 August to 20 August.



Update on DBS customer contact centre services

Customers contacting the Disclosure and Barring Service (DBS) between Monday 15 to Saturday 20 August by telephone, email or webchat may face some disruption and delays. This is due to industrial action by staff working for Hinduja Global Solutions (HGS). HGS is contracted to provide DBS customer contact centre services as well as a certain number of DBS administrative functions.

During the industrial action, HGS is putting additional resources in place to try and minimise the inconvenience to customers as much as possible.

The industrial action is not expected to have any significant impact on turnaround times for DBS checks or barring decisions. Our core services will not be affected and employers and customers should continue to access them as normal.

Service operating hours 15 to 20 August

During the industrial action, the times of the customer contact centre will be reduced to:

- Monday 15 August to Friday 19 August – 9am to 5pm
- Saturday 20 August – closed

Webchat services will still be available to customers in normal operating hours (Monday to Friday, from 10am to 4pm). Webchat becomes available to customers when they access online services such as applying for a DBS check,

making a barring referral or signing in to the Update Service.

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