![Disclosure & Barring Service logo]

How to request a DBS certificate reprint

We are always looking at ways to improve our customer service and make things easier for you.

We have listened to your feedback to make the DBS certificate reprint process quicker and more convenient.

We can process your request for a certificate reprint if all of the following points apply to you:

- Your DBS certificate was issued over 14 days ago, but you haven't received it

You can find out the date your certificate was issued on our online tracking site

- The address you request your certificate to be reprinted and sent to matches the address on your DBS application.

If you have moved address since your application was submitted you will need to set up mail redirection before requesting a DBS certificate reprint.

Go to the Royal Mail website for more information on how to do this. We cannot add or amend the address you gave us on your DBS application.

- The reprint request has been made within three months of the date of issue of your certificate.

You can find out the date your certificate was issued on our online tracking site

A reprint request **cannot** be given when:

- The certificate has been accidentally lost or destroyed after you received it. A new application will need to be submitted with the appropriate fee if a certificate is still needed.

- A reprint of the certificate has already been despatched and the copy has not been received.

If your reprint request meets the above criteria please e-mail our reprint team with the following information:

Your forename
Your surname

V1.0

Your address
Your post code
Your date of birth
Your place of birth
The date the certificate was issued

Giving all the above information will speed up the process. Not providing all the information will mean we will need to return your request.

You can find out the date your certificate was issued on our [online tracking site](#)

We will aim to action your request within 5 working days.

We cannot respond to any other type of query emailed to the reprint team. Please go to our [website](#) for information about any other queries you may have.

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