

Advice on contacting Customer Services during Hinduja Global Solutions (HGS) industrial action

Customers contacting DBS between Monday 12 December and Tuesday 3 January may experience some delays and disruption.

Staff working for HGS will be taking part in industrial action for two weeks from Monday 12 December - Saturday 24 December inclusive. HGS is contracted by DBS to provide customer contact centre services and some administrative functions. This includes handling customer queries by telephone, webchat and email but excludes the processing of DBS checks.

HGS is putting additional resources in place to try and minimise the inconvenience to customers as much as possible. However, with the festive period immediately following the industrial action, DBS customer contact centre services will experience some disruption until the new year.

What services will be affected?

HGS is contracted by DBS to provide customer contact centre service and some administrative functions. This includes telephone, webchat and email services but excludes the processing of DBS checks.

Can I still contact DBS during the industrial action?

You can still contact DBS during the industrial action, but you may experience some delays. Customers can still contact DBS during the industrial action by:

- telephone - 03000 200 190
- [webchat](#)
- email - customerservices@dbs.gov.uk

How can I ensure my query will be dealt with as quickly as possible?

To help us deal with your query as quickly and efficiently as possible, please provide the following when contacting us:

- full name
- address including postcode
- telephone number
 - DBS reference numbers if relevant

If you are contacting us about an application, please provide **5** of the following:

- full name
- address including postcode
- date of birth
- position applied for
- name of employer
- National Insurance Number
- A previous address
- place of birth
- 'E' or 'F' reference.

In addition to the above, Registered Bodies will also need to provide their 'Registered Body reference number' and 'Countersignatory reference number' to confirm their identity.

DBS checks

How long do checks take?

Our aim is that 80% of Basic DBS checks are completed within 2 days, 80% of Standard DBS checks are completed within 5 days and 80% of Enhanced DBS checks are completed within 14 days. Please be aware on occasions, some can take longer, but these are our published service standards.

Where can I check the progress of my check or view my certificate?

You can use our online services to check the progress of basic, standard or enhanced checks or view your certificate - [Track or view your DBS certificate - GOV.UK \(www.gov.uk\)](#).

Update Service

How do I update my bank details for the Update Service?

You can keep your bank details up to date in your [DBS Update Service](#) account. Automatic renewals are not by Direct Debit, so if your bank card details change you will need to update these in your account up to 30 days before your current Update Service subscription ends.

What do I do if my email, phone number or address has changed?

You can change your email, phone number or address by logging into your DBS Update Service account. If you change your current address, your DBS certificate will still be valid. If you change your name, you will need to apply for a new DBS check. Read [DBS Update Service guidance](#).

I have lost my unique subscription ID, what should I do?

When joining the Update Service, make a note of your unique subscription ID number which begins with the letter C and keep it secure. Do not share it with anyone else. You will need it to access your account online. If you forget your ID, you can call DBS at 03000 200 190.

Can DBS certificates be replaced?

We can't issue replacement DBS certificates, so keep your DBS certificate safe. We'll provide an application reference number so you can subscribe to the Update Service and attach the certificate to your account. You must join within 30 days of the DBS certificate 'date of issue'.

Barring

Should I make a barring referral?

DBS has produced a [flowchart](#) to help you decide if it is appropriate to refer someone to us.

How do I make a barring referral?

Barring referrals can be made online or by post. You can find out more about the process by reading [DBS barring guidance](#).

I have been referred to DBS. What does this mean and what happens next?

If you have been referred to DBS, this could be because of one of the following:

- we have received information (a referral) from an employer about a conviction, caution, allegation, dismissal or resignation
- we have received information from the police following an application for an enhanced DBS with barred lists check
- we have received information following a [change to your Update Service status](#).

Read more about the stages of the barring decision-making process at <https://www.gov.uk/guidance/information-for-individuals-that-have-been-referred-to-dbs>.

Other useful links

- [Apply for a basic DBS check](#)
- [Basic DBS checks: guidance](#)
- [Check someone's criminal record as an employer](#)
- [Track or view your DBS certificate](#)
- [Update Service and other online services](#)
- [DBS checks: guidance](#)
- [DBS eligibility guidance](#)
- [Barring referrals](#)
- [Appeals and disputes](#)