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Why Haven't I Received my DBS Check?

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A DBS certificate will usually arrive within 5-7 working days at maximum. However, there may be cases when the applicant does not receive their certificate.

This could be due to:

- An incorrect address on the application form.
- Misleading or incorrect information on a DBS, which requires further verification.
- Further checks required by the local police force.
- The certificate getting lost in the post.
- The DBS check being sent to the wrong person (e.g. if the property has a shared mailbox).

A lost DBS certificate is not ideal, frustrating, and painful when they do (rarely) happen. It's often out of your hands if it is lost, but there are ways around this.