



[Knowledgebase](#) > [FAQs](#) > [Individual DBS Check Orders](#) > [Why Haven't I Received my DBS Check?](#)

Why Haven't I Received my DBS Check?

Jagriti Patwari - 2026-05-15 - [Comments \(0\)](#) - [Individual DBS Check Orders](#)

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.