
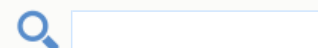




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DBS: Tracking and Certificate Reprints

Tracking an application sent to DBS

Once Wessex LMCs has sent an application to DBS for processing, both the applicant and practice manager will receive an automated email advising of the tracking number.

Employers and applicants can use the [DBS tracking service](#) to check the progress of an application.

Employers can [track multiple applications](#).

You will need to ensure you have the applicant's date of birth and the relevant DBS form reference number.

Please note the DBS tracking service link will only work through Internet Explorer and not Google Chrome or Firefox.

Certificate reprint / lost or non receipt of certificate

Please see the following [guidance from DBS](#) on how to request a free of charge certificate reprint. Applicants will need to contact the [DBS reprint team](#) directly to request a reprint.

Please note:

- 1 Only one reprint can be issued. If a reprint is lost then a new application will need to be processed.
- 1 A reprint can only be issued more than 14 days since the original was dispatched but no later than 3 months since the dispatch date.
- 1 A reprint can only be sent to the applicants address as per their application form. If the applicant has moved address since the application was submitted then they will need to set up mail redirection before requesting a DBS certificate reprint. Please see the [Royal Mail website](#) for more information on how to do this.

Disclosure Helpline

Should you wish to contact the Disclosure Customer Services Department directly via email, please ensure you include the full name, address, telephone number and any DBS form reference numbers.

Email: customerservices@dbs.gsi.gov.uk

Telephone: 0870 909 0811

DBS Website

In this section...

[DBS: ID Documentation](#)

[DBS: Recruitment of Ex-Offenders Policy Statement](#)

[DBS: Retention and Disposal of Disclosures & Disclosure Information Policy Statement / GDPR Requirement](#)

[DBS: Risk Assessing Staff for a DBS Check](#)

[DBS: Wessex LMC and Client Agreement](#)

[DBS: Who needs a DBS check?](#)

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[DBS: Transportable DBS Check \(Update Service\)](#)

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Updated on 20 September 2018
9535 views

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

Click [here](#) to access the DBS website home page.

Click on the following link to access the [DBS Code Of Practice](#).

Phone

023 8025 3874

Address

Churchill House
122-124 Hursley Rd
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SO53 1JB

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What we do

We represent GPs and practices across the counties of Dorset, Hampshire & the Isle of Wight and Wiltshire whilst also providing services to the Islands of Jersey and Guernsey. [Find out more](#)

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