

A full-page background image showing two hikers on a mountain peak. One hiker, wearing a red jacket and a tan hat, is standing and holding a blue trekking pole. The other hiker, wearing a grey jacket and a tan hat, is climbing a large rock. They are both wearing backpacks and are holding hands to assist each other. The sun is low in the sky, creating a warm, golden glow. A large blue diagonal shape covers the bottom right portion of the image.

Requests for Information

Introduction

Existing clients wishing to contact us to request information, should contact their Customer Service Representative in the first instance.

However, there are many reasons why 3rd parties, such as manufacturers who are not yet our clients, healthcare professionals, and members of the public, may contact us to request information. Examples could include:

- Services we deliver.
- Geographical areas where we operate.
- The status of a given certification.
- Information about a certified customer.

Services and Areas of Operation

Our services and areas of operation are listed in our client information notes. Please see our "CIN – Scope of Service and Areas of Operation". We encourage you to check that publication and contact us on dqs-uk@dqs.de if you have any further questions.

Validation of certificates

There are several ways by which you can check the status of a given certification:

- For ISO 13485 certification issued under our UKAS accreditation, you can find the information on UKAS's CertCheck website: [UKAS CertCheck - Verify Accredited Management System Certificates](#)
- For UKCA certification, there is no public access list of certified devices. Registered manufacturers and medical device types can be found on the MHRA's Public Access Registration Database [PARD \(mhra.gov.uk\)](#)
- We also have our own site for validating all DQS Certificates: [DQS - Certificate validation \(dqsglobal.com\)](#)

If you cannot find the information you need through these sources, please contact us on dqs-uk@dqs.de and we will try to help.

Information about a certified customer

We are bound by strict confidentiality agreements and therefore there is a limited amount of information that we can provide about our customers. If you cannot find the information you need on the websites listed in this publication, please contact us on dqs-uk@dqs.de and we will try to help, within the bounds of our confidentiality obligations.



Should you have any questions, please do not hesitate to ask us using our enquiries email box dqs-uk@dqs.de



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