



Home Office

# Identity & Passport Service

Headquarters  
Identity and Passport Service  
Parliamentary & Correspondence  
Management Team  
4th Floor, Peel Building, SE  
2 Marsham Street  
London  
SW1P 4DF

Xxxxx Xxxxxx

Reference: FOICR 19049/11

18 July 2011

Dear Xxxxxx

Tel (020) 7035 8889  
Fax (0870) 336 9175  
Email [hqenquiries@ips.gsi.gov.uk](mailto:hqenquiries@ips.gsi.gov.uk)  
Web [www.homeoffice.gov.uk/ips](http://www.homeoffice.gov.uk/ips)

## FREEDOM OF INFORMATION REQUEST

Thank you for your email of 18 June in which you ask for various pieces of information relating to the period 2009 to 2010. Your request has been handled by the Identity and Passport Service (IPS) as a request for information under the Freedom of Information Act 2000.

You asked: -

### **1) Please provide a copy of all sample statutory declarations held by IPS offices and used by staff?**

There is only one official "sample" statutory declaration that we hold which is still used, a copy is attached.

### **2) How many people in the IPS were investigated, dismissed or disciplined for corruption or other irregularities relating to the issuing or processing of British passports in 2009 and 2010?**

IPS did not investigate/discipline/dismiss anyone for corruption or other irregularities relating to the issuing or processing of British passports in 2009 and 2010.

### **3) How much compensation was paid out in 2009 and 2010 by the IPS? Please can you provide information on the reason for each compensation payment made in each year. Please can you provide information on who signed off on each compensation and their job role? If any Ministers were involved in signing off please can you indicate this also.**

Though there is no legal obligation to do so, as a matter of policy, IPS accepts that it has a moral obligation to reimburse any out of pocket expenses incurred by a customer as a direct consequence of an error or omission by a member of staff.

Compensation for such errors by IPS take the form of an ex-gratia payment and could cover items such as replacement documents, additional travel to IPS offices, telephone and postal costs or the cost of the loss of a holiday.

The amount of compensation paid to customers in 2009 – 2010 was £48,000.

Details of individual compensation payments are not logged centrally.

**4) Please provide the number of complaints "received" and "resolved" or "outstanding" in 2009 and 2010?**

- 2009 = 7747 received
- 2010 = 7608 received

All complaints have been resolved and responded to.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference FOICR 19049/11. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team  
Home Office  
Ground Floor, Seacole Building  
2 Marsham Street  
London SW1P 4DF

E-mail: [FOIRequests@homeoffice.gsi.gov.uk](mailto:FOIRequests@homeoffice.gsi.gov.uk)

As part of any internal review the Department's handling of your information request will be reassessed by members of staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

**X Xxxxxx**  
**Parliamentary and Correspondence Management Team**