

Putting things right

If you have a complaint about how we handled your passport application please contact us.

- **Complete our online enquiry form:**
https://eforms.homeoffice.gov.uk/outreach/Passport_Enquiries.ofml
- **In writing:**
Customer Service Manager
Customer Contact Centre
Her Majesty's Passport Office
PO Box 767
SOUTHPORT
PR8 9PW
- **Call our Adviceline: 0300 222 0000**
for more information or to get a passport application pack. Calls to 0300 numbers are charged at your network provider's standard national rate. We can arrange an appointment for you at your local passport office if necessary.

When we receive a complaint, we will investigate and let you know what went wrong and advise you what we are doing to put things right. We will write to you within 15 working days from receiving your complaint, either with a full reply or to let you know what is happening if we have not finished our investigation*

* This does not apply to Freedom of Information Act or Data Protection Act disclosures.

For more information

Visit **GOV.UK:**

- to apply online
- for information about applying for a passport
- for information about appointments
- for current passport fees
- to find your nearest passport office
- to find your nearest Post Office® that offers the Check & Send service

Please note there are free services and facilities to help you with your passport application if you are disabled. We also offer an Assisted Application Service for customers who need extra support.

Visit: **gov.uk/passport-services-disabled**

Please contact us if you would like a copy of this leaflet in Braille, large print or audio.



HM Passport Office

Passport service and standards

Archived

CUSTOMER SERVICE EXCELLENCE



This document was withdrawn on 28 September 2020

Her Majesty's Passport Office (HM Passport Office) is responsible for issuing UK passports and for the registration of births, marriages and deaths in England and Wales.

Our purpose is to provide accurate and secure records of key life events and trusted passport services.

What you can expect from us

- We're committed to promoting equality, fairness and respect. Our customers can expect to be treated in a manner that promotes understanding, dignity and respect
- The details in your passport (including the chip) will be correct and your supporting documents returned by the delivery method you choose
- Clear and helpful explanations from our staff if you are denied a British passport because of citizenship or other grounds
- We will deal promptly and politely and promptly with your call, confirm that we have understood your enquiry and explain how we will deal with it

We sometimes make mistakes, or circumstances beyond our control affect our customer service standards. When this happens, we will do everything we can to put things right.

Our customer service standards

We aim to provide services that meet customers' needs, following the Cabinet Office Customer Service Excellence standard.

- You can apply at **GOV.UK**
- Passport application packs are available at participating Post Office® branches that offer the Check & Send service
- Premium same day and Fast Track one-week services are available at our Customer Service Centres. They are only available for certain types of application

Check online at **GOV.UK** to see if these services are available for your application type and for information about how to make an appointment. You can also contact the Adviceline.

At your appointment

We will provide a friendly, helpful service and see you within 20 minutes of your appointment time.

We will explain clearly and confirm the processes we will undertake on your behalf. If you have a complaint we will, where possible, deal with the complaint immediately or pass it on to our Customer Contact Centre.

Please note: if you are aged 16 or over and are applying for your first passport, you may need to have an identity interview and may not receive a passport until a minimum of 6 weeks after sending in your application.

Don't book any travel until you have a passport

The British passport is a valuable and important document of nationality and identity. While it is used mainly for travel purposes, it can also be used to help prove your identity. For this reason, please allow us sufficient time to carry out our standard identity and eligibility checks.

Our targets are:

- to deal with 99.5% of straightforward Premium applications within 4 hours of receipt and Fast Track applications within 7 days
- to deal with 99.5% of straightforward UK renewal applications submitted through any other route within three weeks of receipt
- to deal with 99.5% of straight forward international renewal applications within 4 weeks of receipt
- to answer 80% of phone enquiries within 30 seconds
- to see 95% of customers within 20 minutes of their appointment time
- to achieve an accuracy rating of 99.75% or more on passports we issue
- to achieve at least 85% customer experience rating across our UK, international and civil registration customers
- to deal with 98% of UK general enquiry e-mails within 2 working days, and
- to deal with 98% of International general enquiry e-mails within 3 working days.