



Home Office

Identity & Passport Service

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XXXXXXXX XXXXXXXX

Reference: FOICR 16492/10

Date: 15 November 2010

Dear XXXXXXX

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 21 October requesting the number of complaint's the Identity and Passport Service (IPS) has received about the closure of the Newport Regional Office.

Your request has been handled as a request for information under the Freedom of Information Act (FOIA) 2000.

I am able to disclose the following information:

IPS has received 14 external complaints regarding the proposed closure of the Newport Passport Office to date.

It is also our intention to publish the total number of external complaints received as part of the response to the formal consultation that commenced on the 19 October about the restructuring of passport operations. The consultation period is 90 days and the outcome will be announced early in the New Year.

If you are dissatisfied with this response you may request an independent internal review of any aspect of our handling of your application by submitting your complaint to the address below and quoting the reference FOICR 16492/10:

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

E-mail: FOIRequests@homeoffice.gsi.gov.uk

During the 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.

Should you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner as established by section 50 of FOIA.

Yours sincerely,

X Xxxxx
Parliamentary and Correspondence Management Team