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XXXXXXXXXX  
XXXXXX  
XXXXXXXXXX  
XXXXXXXXXX

Reference: FOICR 24258/12

2 October 2012

Dear xxxxxxxxxxx

## **FREEDOM OF INFORMATION REQUEST**

Thank you for your letter of 23 August to the Identity and Passport Service (IPS) in which you asked for information related to passport deliveries. Your information request has been handled as a request for information under the Freedom of Information Act 2000.

You asked:-

**My application was posted mid September 2011 and cheque cashed 3 October. I wrote on 25 November 2011 chasing only to be informed that your agents had delivered on 6 October. No passport was received. ....Would you please tell me how many similar failures have occurred in the past year.**

I am able to disclose the following information.

The table below shows the number of complaints received by IPS about DX Secure (IPS delivery partners) from 1 April 2011 to the end of December 2011.

DX Complaints	2011									
	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Incorrect/Inadequate information			2	2	1			1	1	7
Staff professionalism	3	4	1	1	2	1			2	14
Unable to contact direct				1					2	3
Unhappy in general with service	80	62	96	69	86	33	64	62	72	624
<b>Total</b>	<b>83</b>	<b>66</b>	<b>99</b>	<b>73</b>	<b>89</b>	<b>34</b>	<b>64</b>	<b>63</b>	<b>77</b>	<b>648</b>

Source: PACS

In keeping with the Freedom of Information Act, we assume that all information can be released to the public unless it is exempt. In line with normal practice, we are therefore releasing the information which you requested via the Home Office website.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that IPS holds.

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 24258/12. 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

**Xxx Xxxxxxx**  
**Parliamentary & Correspondence Management Team**