



Home Office

# Identity & Passport Service

Xxxxxx  
XXXXXXXXXXXXXX

Reference: FOICR 23564/12

17 August 2012

Dear XXXXXXXXXXXXX

## FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail of 23 July, in which you ask for information about an Identity and Passport Service (IPS) telephone enquiry line. Your request has been handled as a request for information under the Freedom of Information Act 2000.

I am able to disclose the information set out in the enclosed Annex.

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 23564/12. 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)

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

Tel (0207) 752 7362  
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)

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

**Xx Xxxx**  
**Parliamentary Correspondence Management Team**

