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Reference: FOICR 23117/12

Date 16 July 2012

Dear xxxxxxxx

## **FREEDOM OF INFORMATION REQUEST**

Thank you for your e-mail of 15 June in which you ask for information on compensation payments for loss or damage to passports. Your request has been handled as a request for information under the Freedom of Information Act 2000.

### **You asked:**

- 1. How much compensation IPS paid out for loss/damage to passports?**
- 2. How many payments there were for each of the last three years?**

**Could this information also be broken down if possible, to give an indication of the circumstances and amount of each individual payment. If this goes over the cost limit, please supply broad details of the highest three payments from each year.**

The Identity and Passport Service (IPS) response is:-

IPS have interpreted your request to mean loss or damage to passports as a result of IPS error, as passports lost or damaged by the holder are not subject to recompense.

The following table shows the number of complaints received about passports received by customers that were damaged and passports erroneously sent to the incorrect address for the years 2009/10, 2010/11 and 2011/12. The total amount of compensation paid as a result of these complaint types is also provided.

A breakdown of individual cases and payments is not available. Passports received damaged may have been the result of an error by IPS staff or our suppliers.

|                           | 2009/10        |                   | 2010/11        |                   | 2011/12        |                   |
|---------------------------|----------------|-------------------|----------------|-------------------|----------------|-------------------|
|                           | Cases Received | Compensation Paid | Cases Received | Compensation Paid | Cases Received | Compensation Paid |
| Received Damaged          | 18             | £144.35           | 13             | £649.43           | 8              | £10.90            |
| Sent to Incorrect Address | 154            | £2,551.27         | 85             | £321.00           | 88             | £756.03           |
| <b>Totals</b>             | <b>172</b>     | <b>£2695.62</b>   | <b>98</b>      | <b>£970.43</b>    | <b>96</b>      | <b>£766.93</b>    |

In the large majority of cases, IPS will have no legal liability to meet claims from passport holders for compensation arising from errors or omissions by its staff. However, 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 may cover items such as replacement documents, additional travel to IPS's offices, telephone and postal costs up to loss of a holiday. Each case is treated on its merits. As stated above, details of individual cases are unavailable.

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 23117/12. 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

**Xx Xxxxxxx**  
**Parliamentary & Correspondence Management Team**