

Headquarters
Identity and Passport Service
Parliamentary & Correspondence
Management Team
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Xxxxx XXXXXXXX

XXXXXXXXXXXXXXXX@XXXXXX.XX.XX

Reference: FOICR 19929/11

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30 September 2011

Dear Xxxxx

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 7 September in which you ask for information on DX Secure, an Identity and Passport Service (IPS) key supplier.

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

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 19929/11. 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



As part of any internal review the Department's handling of your information request will be reassessed by 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

X Xxxxx

Parliamentary & Correspondence Management Team

Freedom of Information request from X Xxxxxx (reference FOICR 19929/11)

Information requested

Please can you tell me, under the Freedom of Information Act, the following;

- 1. How many complaints has the Passport Office received so far in 2011 re DX Group and its postal services with regards to passport delivery?**
- 2. How many complaints has DX Group received concerning their work delivering passports?**

A summary of the complaints received by IPS is as follows: -

DX Complaints	April	May	June	July	August	September	Grand Total
Incorrect/inadequate information			2	2	1		5
Staff rudeness/discriminatory/uncooperative	3	4	1	1	2	1	12
Unable to contact direct				1			1
Unhappy in general with service	80	62	96	69	86	33	426
Grand Total	83	66	99	73	89	34	444

Please note that the figure provided for complaints made to IPS and DX about passport delivery reflects all complaints made and does not account for complaints that are not upheld upon investigation, or are about the service provided by DX at our instruction, for example insisting on a signature for certain deliveries.

- 3. Have any senior members of staff in the Passport Office or Home office declared any interest in DX Group its owners or subsidiaries. If so how many?**

The Home Office Conflict of Interest data has been reviewed and I can confirm that we have no record of any SCS member declaring an interest in the DX Group.

- 4. What service level agreement is in place to ensure a proper level of public service is provided by DX to subjects being sent new Passports?**

The contractual service level agreement in place is that delivery is attempted for 99% of passports either the next working for Fast Track items or within two working days for Standard items.

30 September 2011