

## **IPS: you said, we did 2011**

### **At IPS we take your feedback seriously.**

Here are some examples of changes we introduced in 2011 following customer feedback.

#### Acting on your comments on Passports

##### **You said**

##### **We did**

You wanted clearer information about our fees and services on the Directgov website.

We redesigned the fee and service table on Directgov. We also updated our fee and service information regarding customers applying for a first adult passport who had previously held a British child's passport.

You wanted more information on what you need to take with you to a passport office appointment.

We updated our information on Directgov to show that customers need to bring their completed application form and supporting documents to their passport office appointment.

You wanted clearer information on how overseas residents can apply for a first adult passport during a visit to the UK.

We updated the information on Directgov to clearly show that a first time adult applicant resident overseas can only use our standard application route to apply for a passport during a visit to the UK.

A company's website did not have the correct information about the Identity and Passport Service when moving house.

We contacted the company concerned to advise that customers do not need to notify the Identity and Passport Service about address changes for their passport as a passport is linked to an individual and not to their address. The company has updated their website with the correct information.

The envelopes used to deliver passports could be mistaken for 'junk mail'.

We updated our envelopes to include the Identity and Passport Service branding allowing customers to distinguish it from so-called 'junk mail'.

#### Acting on your comments on certificate services

##### **You said**

##### **We did**

You had difficulty getting in contact with us by telephone.

We increased the number of call operators at peak periods to reduce the waiting time and abandoned calls.

You would like an easier route to provide feedback on our certificate ordering service if you had a problem with your certificate order.

We reviewed our internal process for dealing with certificate order complaints and introduced an online complaints form.

When registering a birth or death, you wanted to be able to record 'Full Time Mother' and 'Full Time Father' in birth and death registrations.

We changed the policy to allow for these terms to be recorded in a birth or death entry.

Some certificates were not being delivered on time.

We introduced a mail monitoring facility to review our mail delivery service.

## Acting on your comments on certificate services

### **You said**

You wanted an easy to use method of identifying approved premises for marriage and civil partnership.

You felt that the quality of some certificates was not up to the standard you would expect.

### **We did**

We worked with Directgov to introduce a facility which allows you to type in a postcode or district to retrieve details of venues.

We introduced a process to review certificates returned by customers where you felt that quality failed to meet a good standard.