We take your feedback seriously. Here are some examples of changes we have introduced following customer feedback.

<table>
<thead>
<tr>
<th>You said</th>
<th>We did</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sending letters out by 2nd class postage wasn’t meeting your needs.</td>
<td>We introduced 1st class postage to ensure you receive our letters much quicker</td>
</tr>
<tr>
<td>You wanted to be able to change or re-set your password when using our online passport application.</td>
<td>You are now able to create your own password and re-set this if required. This should allow you to login much easier in addition to checking application progress online.</td>
</tr>
<tr>
<td>Your photograph was rejected when it was older than one month old despite that your appearance hadn’t changed.</td>
<td>We updated our policy to allow caseworkers to use their discretion when photographs are slightly older than one month as long as they are content that your appearance has not changed.</td>
</tr>
<tr>
<td>You had been asked for further details after applying online because your appearance had changed so much since your last passport and this delayed your passport application.</td>
<td>We updated the website to ask you if you could be recognised from your old photo and if you couldn’t we asked that you get a countersignature. This avoids unnecessary delays in processing your application.</td>
</tr>
<tr>
<td>There were times when you got locked out of the online application process during payment.</td>
<td>We changed the process so that you had to create a password before paying so if you did get locked out your application could be easily retrieved.</td>
</tr>
</tbody>
</table>

Feedback forms are available from a member of staff

February 2016