Changes we’ve made from your feedback

**You Said...**

You wanted more options for taking a digital passport photo when applying online.

You wanted new ways to contact Her Majesty’s Passport Office and get the advice you need to apply for a passport.

You wanted to speak to a person that could help you straight away, especially when our letter asked you to call us.

The guidance booklet that comes with the application form is too complicated.

**We Did...**

Applying online is the cheapest and simplest way to get a passport. There’s also more choice to get your digital photo right. We’ve worked with the photo industry so you can get your photo taken from your chosen photographic service provider, and use a photo upload code to import your picture directly into your online passport application.

We launched our Twitter account in July 2018. This gives a new way for us to answer your questions and listen to your feedback about our services.

Follow us @HM_Passport

We added the direct telephone number of the person that sent the letter, instead of giving you our call centre number.

We have redesigned the booklet - making it easier to read, and quicker and simpler to find the information you need to make your application.

You can give us your feedback on our services

- by using the **What do you think?** leaflet
- or by completing our online form at [https://eforms.homeoffice.gov.uk/outreach/Passport_Enquiries.ofm](https://eforms.homeoffice.gov.uk/outreach/Passport_Enquiries.ofm)