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XXXXXXXXXXXX

Reference: FOICR 5606/07

Date: 1 March 2007

Dear xxxxxxxxx

Thank you for your email of 12 January in which you requested information relating to compensation payments made by UKPA and its forerunners to individuals over the handling of their passport applications, renewals and other related dealings. Your request was handled in accordance with the terms of the Freedom of Information Act 2000.

Your request has been considered and I am pleased to be able to disclose information relating to the past three years to you. Records prior to financial year 2003-2004 are not held.

2003-04

Claims	2290	Value £78703.09
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2004-05

Claims	3272	Value £144895.65
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2005-06

Claims	3392	Value £128682.23
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For advice on how and where to obtain a passport, call the Passport Adviceline on 0870 521 0410 (24 hours a day, 7 days a week).

You can also email info@passport.gov.uk or visit www.ips.gov.uk



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It is important that these figures are seen in the context. For example, during the financial year 2005-06 the total number of complaints received by what was then the UK Passport Service was 8,551, which equates to 0.13% of total business. The UK Passport Service paid compensation to members of the public on just fewer than 3,400 occasions representing 0.05% of total applications. The main reasons for compensation payments were for lost documents and photographs, a good number of which were almost certainly lost in transit and through no fault of UKPS. The total value of these payments was £129,000 relating to an average payment of just under £38.

It is not possible to provide an absolute breakdown of the reasons for all these payments for each of the years as this information is not held centrally. Further details as to the exact reasons and numbers of each category would have to be obtained from the seven regional offices separately and the Freedom of Information Act does not require us to create information in order to be able to answer a request.

If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Policy Team
Information and Record Management Service
Home Office
4th Floor Seacole Building
The Home Office
2, Marsham Street,
London, SW1P 4DF.

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The internal review will be conducted by someone other than the person who took the initial decision. If following the internal review you remain dissatisfied with the treatment of your request then you may refer your complaint to:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Home Office on behalf of the Identity and Passport Service.

I hope that you find the information provided to you of interest. You have been supplied with all the information that the Identity and Passport Service holds relevant to your request.

Yours faithfully,

On behalf of the Identity and Passport Service

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