

You said, we did

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

You said	We did
The description of the status of your online passport application wasn't clear	We changed the wording and gave explanations in plain English
Waiting times for UK passport applications were taking too long Waiting times for overseas customers renewing their passports was too long Waiting times for overseas children's first passports was too long	We recruited and trained new staff to help process applications, respond to email enquires in addition to other tasks to help improve turnaround times. We also introduced free upgrades when customers advised us of urgent travel We introduced a temporary free one year extension for existing passport holders We introduced a provision to apply for emergency travel documents until our turnaround times improved We have also put plans in place to ensure we have the capability and resilience to manage our forecasted future demand
When our new online channel launched in Spring you found it difficult to log back in to the system to check the progress of your application	We changed the messaging and gave clearer instructions, resulting in less frequent queries
Overseas customers with dual nationality were telling us that they found it difficult to continue to travel and confirm their identity if they sent their non-British passports to us to support their renewals	We agreed that this group of customers could send copies of their passports, rather than the original, and this has solved the problem
It wasn't clear where to sign on the declaration form which is printed after applying through the online channel	Improvements to the layout of the declaration form were made to make this clear

Feedback forms are available from a member of staff

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**HM Passport
Office**

