

## **IPS: you said, we did 2010**

**The table below gives examples of changes we made following customer comments prior to 2010.**

### Acting on your comments

#### **You said**

When using the certificates online complaint form it is not clear when the maximum character limit has been reached.

When ordering certificates online, the answer to the question "Is the GRO index reference number known?" defaults to "yes" causing confusion and making ordering more difficult.

Calling cards were not left by our couriers.

Deliveries to multiple occupancy buildings were problematic

Some of our offices were difficult to find.

You were concerned about identity theft.

You wanted a high level of customer service.

The process for replacing a faulty passport caused further inconvenience to customers.

There was a lack of privacy in our interview booths.

You sometimes found it difficult to contact the adoptions general enquires telephone number

#### **We did**

We introduced an alert system to advise customers that they are approaching the maximum character limit.

We changed the default setting to "no".

Our delivery partner improved our mail tracking service and this included a scanning facility for calling cards confirming proof of delivery attempt.

We improved our procedures on delivery to multiple occupancy buildings.

We improved the quality of our maps on appointment letters; we improved the quality of directions on our web site; we updated our partners scripts regarding office directions to ensure accuracy; we procured and fitted additional signage in a number of offices

We included biometric chips in the machine readable passports; we have policies in place on disclosing information.

IPS hold the Customer Service Excellence award issued by the Cabinet Office in 2007. We are assessed annually and are committed to continually reviewing and improving our services.

We introduced new policy and procedures to improve the process and reduce the diagnosis time taken for passports that contain faulty chips.

We fitted baffle boards/screens to reduce noise levels; music is discreetly played to reduce the possibility of sound being carried.

We added further phone lines to ensure that more casework officers can answer calls.

