

IPS: you said, we did 2013

At IPS we take your feedback seriously.

Here are some examples of changes we introduced in 2013 following customer feedback.

For our Passport Service:

You said

We weren't clear about how long it would take for a passport application to be processed in summer 2012.

We did

We conducted a thorough review of our customer messaging for the services that we offer. We updated our messaging to improve clarity and have made it clear to customers that we have a longer turnaround time in the summer.

We have also introduced a communications plan where our customer messaging relates to what our customers need in the pre-peak, peak and post-peak phases of our year.

It was difficult to book an interview appointment as appointments were often fully booked.

We increased the booking period from two weeks to four weeks in order to make more appointments available to our customers.

Recorded phone messages weren't very clear.

We have reviewed our messages and have made changes to improve clarity.

We needed more telephone operators as call waiting times were too long.

We have improved our processes to recruit more staff before we get busy.

For our Civil Registration Service (within the General Register Office):

You said

We want to see the certificate order number on the GRO shipping note to make progress chasing easier.

We did

We made changes to our online ordering system, ROLO, to ensure the certificate order number was printed on the certificate shipping notes.

We need a host site in the North-East for the GRO indexes.

We introduced a set of microfiche indexes at Newcastle City Library.

GRO could do more to share good practice across the Local Registration Service.

We launched a "Good Practice" section on the Registrars website including examples and case studies, which we will continue to develop and share with the Local Registration Service. This will help our customers receive the best possible service and customer experience.