

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
Passport Delivery – It's not clear how you deliver passports.	We updated our guidance including our website messaging to make delivery information clearer.
Passport Design – Passport ink smudges too easily.	We introduced new ink into our passports which is stronger and more resilient, providing less chance of smudging.
Website for Overseas Customers – Some of the buttons and information on the overseas passport pages aren't in the ideal place or very clear.	We redesigned the website making buttons more prominent and information more accessible.
Unofficial Websites – There are 'unofficial' passport websites which are offering customers a service to submit their passport application online, for a fee.	<p>We have contributed to a number of media articles, in national newspapers, to alert customers of the existence of these unofficial websites. We are now working closely with the National Trading Standards Board and the Government Digital Service (GDS), however most companies operate within the law and we are unable to stop their operation. We continue to monitor them closely and will act upon any infringement.</p> <p>Customers can also contact Google directly and information on this can be found on www.gov.uk/misleadingwebsites.</p> <p>Customers can identify official Government websites as the web address, also known as a URL, will end in .gov.uk</p>

Feedback forms are available from a member of staff

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Office

