

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
Sending letters out by 2 nd class postage wasn't meeting your needs.	We introduced 1 st class postage to ensure you receive our letters much quicker
You wanted to be able to change or re-set your password when using our online passport application.	You are now able to create your own password and re-set this if required. This should allow you to login much easier in addition to checking application progress online.
Your photograph was rejected when it was older than one month old despite that your appearance hadn't changed.	We updated our policy to allow caseworkers to use their discretion when photographs are slightly older than one month as long as they are content that your appearance has not changed.
You had been asked for further details after applying online because your appearance had changed so much since your last passport and this delayed your passport application.	We updated the website to ask you if you could be recognised from your old photo and if you couldn't we asked that you get a countersignature. This avoids unnecessary delays in processing your application.
There were times when you got locked out of the online application process during payment.	We changed the process so that you had to create a password before paying so if you did get locked out your application could be easily retrieved.

Feedback forms are available from a member of staff

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