

## What you can expect from us

- We're committed to promoting equality, fairness and respect. Our customers can expect to be treated in a manner that promotes understanding, dignity and respect
- The details in your passport (including the chip) will be correct and your supporting documents returned by the delivery method you choose
- Clear and helpful explanations from our staff if you are denied a British passport because of citizenship or other grounds.

We sometimes make mistakes, or circumstances beyond our control affect our customer service standards. When this happens, we will do everything we can to put things right.

## How to contact us

- **Hand this form to a member of staff**
- **Send this form to:**  
Customer Service Manager  
Customer Contact Centre  
Her Majesty's Passport Office  
PO Box 767  
Southport PR8 9PW
- **Text Relay:** 18001 0300 222 0000  
from a text phone
- **Complete our online enquiry form** at  
[https://eforms.homeoffice.gov.uk/outreach/Passport\\_Enquiries.ofml](https://eforms.homeoffice.gov.uk/outreach/Passport_Enquiries.ofml)

## For more information

### Visit GOV.UK

Please contact us if you would like a copy of this leaflet in Braille, large print or audio.



HM Passport  
Office

## Customer Service

## What do you think?

Archived

CUSTOMER  
SERVICE  
EXCELLENCE



Her Majesty's Passport Office (HM Passport Office) is responsible for issuing UK passports and for the registration of births, marriages and deaths in England and Wales.

Date of visit  Office attended

Name

Address

Post code  Phone

Email

Please tick here if you would like to receive a reply

How would you like us to reply to you?  Post  Email  Phone

Please tick as appropriate and use the space provided to give us more information

How helpful were our staff?  Excellent  Good  Fair  Poor

Comment

How accurate and accessible was our information?  Excellent  Good  Fair  Poor

Comment

Overall, on a scale of 1 to 10 how satisfied are you with the service you received from HM Passport Office? Please circle the one that most reflects the service you received. Where 1 means completely dissatisfied and 10 means completely satisfied.

Completely dissatisfied

Completely satisfied

Do you think we could do anything differently to improve our service in the future?

Comment

We welcome your feedback and will use your comments and suggestions where possible to improve the service we provide to our customers.

**Thank you for taking time to record your comments**