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Rt Hon Priti Patel MP
Secretary of State for the Home Department

4th May 2022

Dear Home Secretary,

I am writing to you regarding the miserable situation my constituents, and many other people across these isles, are facing because of delays at the passport office.

I have been inundated with calls from constituents who have been waiting longer than the advised 10-week period to receive their passport, have struggled to get a passport office appointment, or been promised call backs that have never materialised, which has added to the anxiety.

MPs offices are also spending hours, even days, on hold or waiting for a response for just one constituent – such speed of communication is unsatisfactory in attempts to resolve just one case.

Whilst your department's recent press release says, "*In preparation for the demand for international travel returning, since April 2021 HMPO have been advising people to allow up to 10 weeks when applying for their British passport*", this message appears to have been poorly communicated as it has quite clearly not been heard.

It has only been since the problem started getting extensive press coverage that it appears your department felt compelled to act and outline what more you plan to do.

Contingencies for such circumstances should have been put in place long before the issues began.

The Home Office must understand the anxiety, stress, and misery these delays are putting upon our constituents.

The current delays and issues are completely unacceptable and must be resolved to avoid ruining the travel plans of so many who have waited so long and sacrificed so much to get to this point.

It is imperative that your department does everything it can urgently to ensure people's passports are processed in a timely manner, they are able to get appointments, have questions answered, and are informed about the rules around traveling on a near expired passport.

Yours sincerely,