



HM Passport
Office

Complaints Resolution Team
HM Passport Office
PO Box 767
SOUTHPORT
PR8 9PW
T 0300 123 1973
www.gov.uk/hm-passport-office

By email:

28 December 2018

Dear

Thank you for your telephone call of 21 December regarding your failed passport application.

After reviewing the information, I am aware you submitted an application for your first British passport online. The application was subsequently failed as you did not provide the relevant documents to support your claim to British nationality.

British passports may only be granted to British nationals once an applicant has provided satisfactory evidence of both their identity and their claim to British nationality. HM Passport Office is the authority for issuing passports and is therefore responsible for confirming the identity of the applicant and their claim to a British passport.

The onus is on the applicant to produce sufficient evidence to confirm eligibility to a British passport. I can confirm the examiner has followed the correct policy with your application, as the information you provided was not enough to establish eligibility. For applicants born outside of the UK to a parent who is also born outside of the UK, they would be considered the second generation born abroad and therefore would have no claim to British nationality.

I understand that your paternal grandfather served in the Royal Air Force (RAF) and was stationed in South Africa from 20 March 1940 until his return to the UK on 30 November 1945. Your father was born on 3 January 1945 and therefore was born to a British subject serving the crown. Your father would be considered a British citizen otherwise that by descent and his British nationality can potentially be passed onto you.

HM Passport Office has a policy whereby we retain the fees paid in connection with unsuccessful and withdrawn applications, to cover the administration costs incurred

processing these applications. Any application submitted is subject to this policy, as clearly stated in all of our guidance.

As the application was received after the introduction of this policy, I am sorry; you are not eligible for a refund of the failed application fee. If you wish to reapply, you will need to submit a new application, pay the full fee and ensure you provide the full supporting documents and information required, including evidence of your grandfather's service record.

I have clarified the policy and position of HM Passport Office on this matter.

Yours sincerely

Complaints Resolution Team