

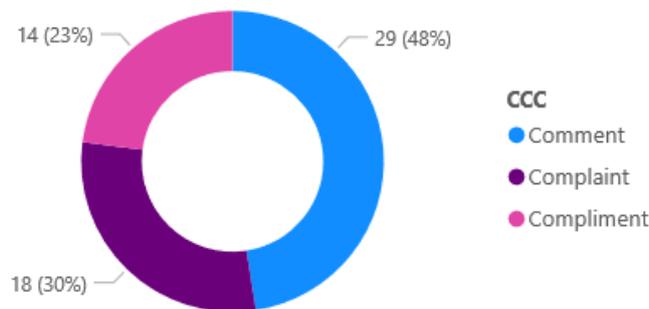
Compliments, Complaints and Comments Background October 2020 to December 2020

The House of Commons Customer Team has an established compliments, complaints and comments scheme (CCC) with an accompanying online system. When it was developed, an undertaking was given to publish the feedback data, and this has taken place on a quarterly basis since May 2018. The twelfth publication covers the period from October 2020 to December 2020. In this period, the Customer Team received 154 pieces of feedback of which 61 were covered by the CCC policy and 93 were not. In the same period last year there were 80 CCC cases. 19 fewer CCC cases were received in this period than in the same period last year (24%). This reflects the fact that many services were suspended or significantly changed due to the Covid-19 pandemic and the number of visitors and staff on the Parliamentary estate was considerably reduced. Feedback was received via feedback@parliament.uk and the on-line feedback form.

Feedback falling outside the CCC policy mainly concerned Government conduct and current affairs; particularly the Covid-19 response. Most of this feedback still received a response including alternative contact suggestions such as how to contact the local MP.

Of the 61 pieces of feedback covered by the CCC policy, the breakdown by type of feedback was as follows:

Compliments, Complaints and Comments Breakdown

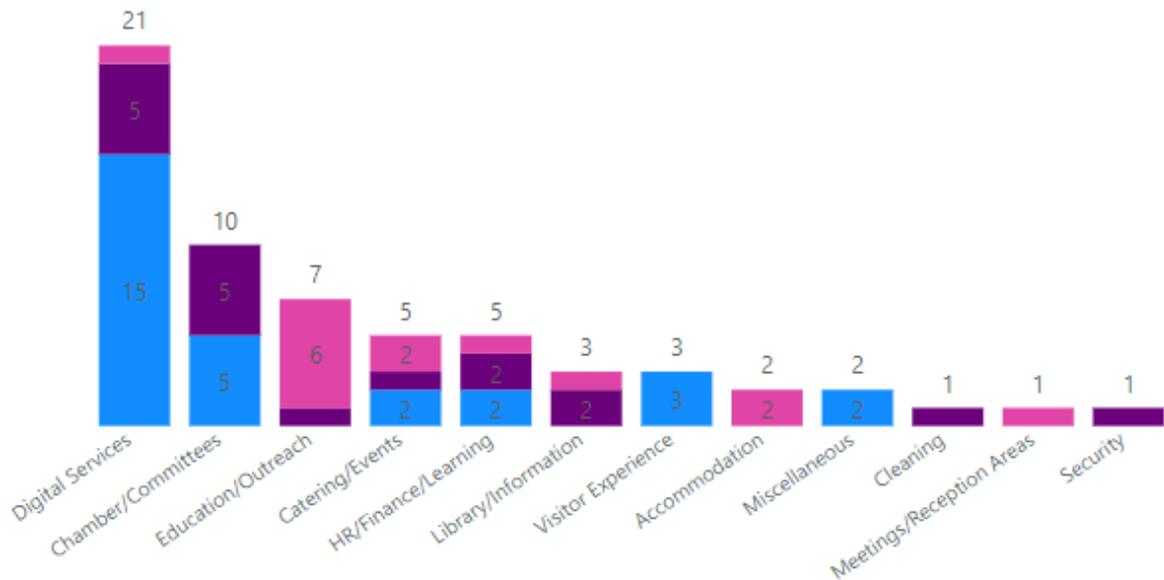


There was a decrease in compliments and complaints and a higher proportion of comments compared to the previous quarter.

A detailed breakdown of the feedback by category and type is as follows:

CCC Cases by Service Area

CCC ● Comment ● Complaint ● Compliment



The feedback received in this period reflects the fact that most House Services were accessed remotely. A third of feedback received concerned Digital Services and most feedback comprised comments about missing data and small errors on the website. Complaints were received about the legislation and deposited papers web pages as users found they were harder to navigate following the website redesign. There was also a complaint about RSS feeds not working following the redesign. Complaints were received about difficulty finding the day's agenda on Parliament TV and difficulty finding a form on the intranet. A compliment was received about the way an engineer persevered to find a solution to a persistent technical problem.

16% of feedback received related to the Chamber and Committees Team and most feedback related to digital output from Select Committees and the Legislation Team. This included a complaint that a petition had been rejected and concerns about the use of the Welsh language in proceedings and in news items. 11% of feedback concerned the Education and Outreach Teams and mainly comprised compliments about excellent online education workshops. The Catering Team received praise for their meals and standards of cleanliness as well as a question about when it would be possible for the proposed trial of halal meals to take place. The HR team received feedback about difficulties in completing an online recruitment exercise due to a lack of IT equipment and questions about the protocols around reference requests and the timing of letters to staff.

The next publication of CCC feedback data is planned for May 2021.