

Date Received	CCC	Category	Case Summary	Response Summary
November 2020	Compliment	Accommodation	Praise for the way that staff dealt with an office move.	Feedback passed to the individual concerned.
December 2020	Compliment	Accommodation	Thanks for the way that an office move was conducted.	Feedback passed to the relevant team.
October 2020	Comment	Catering and Events	Question about when the trial of halal meals might be possible.	The trial of halal and kosher meals was postponed due to Covid-19 restrictions and it is not yet known when it will be possible to rearrange.
December 2020	Comment	Catering and Events	Praise for some traditional meals in the cafeterias and request that they appear on the menus more frequently.	Feedback passed to the relevant team.
October 2020	Complaint	Catering and Events	Complaint that access rules for one of the catering areas had been changed without effective communication.	Apology provided for the delay in advertising the change to access rules which was made necessary at short notice as part of the Covid 19 response.
November 2020	Compliment	Catering and Events	Praise for a member of the Catering Team who maintains excellent standards of cleanliness.	Feedback passed to the individual concerned.
November 2020	Compliment	Catering and Events	Praise for a delicious meal in one of the cafeterias and thanks for the work of the Catering Team. Suggestion that social distancing may be easier to maintain if an alternative catering venue was in operation.	Feedback passed to the relevant team.
October 2020	Comment	Chamber and Committees	Request for changes to the way that the website legislation pages function following the redesign of the website.	Information about how to filter the search results provided.
October 2020	Comment	Chamber and Committees	Suggestion that the listing of the day's events on the website should have been updated more quickly following a late change.	Feedback passed to the relevant team.
November 2020	Comment	Chamber and Committees	Question about the naming of Parliamentary Questions and why it is not always consistent.	The naming convention reflects departmental responsibilities.
November 2020	Comment	Chamber and Committees	Feedback about an error with the title of a debate on the website.	Issue resolved.
December 2020	Comment	Chamber and Committees	Suggestion that camera angles should be lowered in the House of Commons Chamber and lighting increased to improve the pictures on Parliament TV.	Tests were carried out in 2014 but limited options were possible for technical reasons. Some eye level cameras were introduced in 2015 and further options will be explored as technology improves.
October 2020	Complaint	Chamber and Committees	Concern that news had only been posted in Welsh on a Committee website and not also in English.	The Welsh Affairs Committee publishes a range of bilingual material and English language versions are always available.
October 2020	Complaint	Chamber and Committees	Complaint about an incident of poor social distancing in the House of Commons Chamber.	The safety of all those on the Estate is a priority. To ensure that the Parliamentary Estate remains COVID-19 secure, Members and House staff are regularly reminded of the social distancing rules and associated guidance.
October 2020	Complaint	Chamber and Committees	Concern that Welsh names were used to refer to parliamentary constituencies during Prime Minister's Questions.	The Welsh names were used correctly as the constituency was re-named in the 1980's and the other name mentioned was factually correct.
December 2020	Complaint	Chamber and Committees	Question about the procedure for investigating a complaint.	Information provided.
December 2020	Complaint	Chamber and Committees	Complaint that a petition had been rejected by the Petition Committee.	Information provided.
October 2020	Complaint	Cleaning	Request for cleaning of the benches not being used in the Commons Chamber.	Issue resolved.
October 2020	Comment	Digital Services	Feedback that there is no longer a figure for the Government's working majority on the parties page following the redesign of the website.	Issue resolved.
October 2020	Comment	Digital Services	Suggestion that a Hansard app should be made available.	Hansard is included in the House Papers app.
October 2020	Comment	Digital Services	Feedback about difficulties with the search function on the Parliamentary Questions pages following the redesign of the website. Praise for the range of information available and the speed with which access is provided to Parliamentary proceedings.	Feedback logged with the website enhancement project.
October 2020	Comment	Digital Services	Feedback about missing data on a website page.	Issue resolved.
October 2020	Comment	Digital Services	Feedback about an error with a date on a website page.	Issue resolved.
November 2020	Comment	Digital Services	Feedback about missing data from the Hansard website archive.	Feedback passed to the relevant team.
November 2020	Comment	Digital Services	Feedback about a long cable on a headset which was thought to be a trip hazard.	Cable ties suggested.
November 2020	Comment	Digital Services	Request for information about how best to use the search function on the Deposited Papers website.	Information provided about the use of the filter function.
December 2020	Comment	Digital Services	Feedback that the way that bills are now listed on the website is more difficult to navigate than before the website redesign.	Feedback logged with the website enhancement project.
December 2020	Comment	Digital Services	Feedback about an error in a heading on a Hansard debate.	Issue resolved.
December 2020	Comment	Digital Services	Feedback that some postcodes fall between two Parliamentary constituencies and that this produces an error message when using the "Find Your MP" search function on the website.	Further guidance added to the web page.
December 2020	Comment	Digital Services	Feedback that a link on the website is broken and that there are still references to the National Assembly for Wales rather than the Welsh Parliament/Senedd Cymru.	Feedback passed to the relevant team.
December 2020	Comment	Digital Services	Suggestion that there should be links to the Welsh and Scottish Parliaments and Northern Ireland Assembly on the Parliament website.	Feedback passed to the relevant team.
December 2020	Comment	Digital Services	Feedback about difficulties emailing an MP.	Feedback passed to the relevant team.
December 2020	Comment	Digital Services	Feedback that the website contains references to the county of Avon which no longer exists.	Feedback passed to the relevant team.
October 2020	Complaint	Digital Services	Request for the return of the single page A-Z listing of bills following the redesign of the website.	Feedback logged with the website enhancement project.
October 2020	Complaint	Digital Services	Feedback about difficulty finding information about the order of business on Parliament TV.	Information provided about ways to find forthcoming business on Parliament TV and on the website.
October 2020	Complaint	Digital Services	Feedback that the Deposited Papers pages are more difficult to view following the redesign of the website.	Feedback logged with the website enhancement project.
December 2020	Complaint	Digital Services	Feedback about the location of a form on the intranet.	Feedback passed to the relevant team.
December 2020	Complaint	Digital Services	Complaint that RSS feeds are broken following the redesign of the website which has resulted in missing information and additional work.	Feedback passed to the relevant team.
November 2020	Compliment	Digital Services	Praise for a member of the Digital Team who helped with continued technical problems with perseverance and patience.	Feedback passed to the individual concerned.
October 2020	Complaint	Education and Outreach	Complaint that images used in an education service leaflet do not reflect the population of the UK and that the book selection in the shop includes titles that are politically contentious.	The imagery on education products is produced to reflect the diversity of the United Kingdom. The retail book selection avoids party bias but reflects current events.
October 2020	Compliment	Education and Outreach	Praise for online workshops undertaken by a junior school and positive feedback for the online resources which children have enjoyed and found valuable.	Feedback passed to the team concerned.
October 2020	Compliment	Education and Outreach	Thanks for an online education workshop.	Feedback passed to the relevant team.
October 2020	Compliment	Education and Outreach	Praise for the Welsh language services of the education service.	Feedback passed to the relevant team.

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November 2020	Compliment	Education and Outreach	Praise for an enjoyable online education workshop.	Feedback passed to the relevant team.
December 2020	Compliment	Education and Outreach	Thanks for an online education workshop.	Feedback passed to the relevant team.
October 2020	Comment	HR/Finance/Learning	Feedback that important HR information was sent late on a Friday afternoon so that staff were not able to access support if required.	Processes will be reviewed but such letters are only issued after managers have spoken to staff.
November 2020	Comment	HR/Finance/Learning	Feedback that a recruitment reference request had been sent to a school's generic email account rather than to a named individual.	It is sometimes necessary to use a generic school email address if no name has been provided.
November 2020	Complaint	HR/Finance/Learning	Concerns from an apprentice about the communication between the House of Commons and the college.	Issue resolved.
November 2020	Complaint	HR/Finance/Learning	Feedback about difficulty experienced in a recruitment process as an online test was required but the candidate did not have access to a computer.	Processes will be reviewed and options for a mobile optimised site explored.
November 2020	Compliment	HR/Finance/Learning	Praise for the way that staff dealt with a request for a flu jab quickly and efficiently.	Feedback passed to the relevant teams.
October 2020	Complaint	Library and Information	Complaint that a member of staff had omitted a word in an email to a member of the public.	Feedback passed to the relevant team.
December 2020	Complaint	Library and Information	Question about whether a document had been received as there had been no response.	Information provided.
November 2020	Compliment	Library and Information	Praise for the work of the Enquiry Service and their quick response.	Feedback passed to the relevant team.
October 2020	Compliment	Meetings and Reception Areas	Praise for the helpfulness of a member of the Service Delivery Team.	Feedback passed to the individual concerned.
December 2020	Comment	Miscellaneous	Request for contact details for the Independent Complaints and Grievance Scheme review.	Information provided.
December 2020	Comment	Miscellaneous	Question about whether it was still possible to contribute to the review of the Independent Complaints and Grievance Scheme.	Further contributions to the review would be accepted.
October 2020	Complaint	Security	Complaint about the way that information was disclosed by a member of staff to an MP.	Feedback passed to the relevant team.
October 2020	Comment	Visitor Experience	Request for information about the history of the Palace of Westminster and about how Parliament works.	Information provided about resources on the website and the retail book selection.
November 2020	Comment	Visitor Experience	Complaint that a link provided for an online talk did not work.	Feedback passed to the relevant team.
November 2020	Comment	Visitor Experience	Feedback about missing the beginning of an online talk and request for a recording.	Unfortunately, a recording of this talk is not available.