

Compliments, Complaints and Comments Background April 2020 to June 2020

The House of Commons Customer Team has developed a compliments, complaints and comments scheme (CCC) with an accompanying online system. An undertaking was given to publish the feedback data, and this has taken place on a quarterly basis since May 2018. The tenth publication covers the period from April 2020 to June 2020. In this period, the Customer Team received 226 pieces of feedback of which 36 were covered by the CCC policy and 190 were not. In the same period last year there were 105 CCC cases so 69 fewer CCC cases were received in this period than in the same period last year (66%). This reflects the fact that many services were suspended or significantly changed due to the Corona Virus and the number of visitors and staff on the Parliamentary estate was considerably reduced. Feedback was received via feedback@parliament.uk, the on-line feedback form, and some paper feedback forms.

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

Of the 36 pieces of feedback covered by the CCC policy the breakdown by type of feedback was as follows:

Compliments 8 (22%)

Complaints 15 (42%)

Comments 13 (36%)

This represents a decrease in compliments compared to the previous quarter, a similar proportion of complaints and an increase in comments.

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

Category	Compliment	Complaint	Comment	Total
Accommodation	0	0	0	0
Buildings and Maintenance	0	0	0	0
Catering and Events	1	2	1	4
Chamber and Committees	1	4	4	9
Cleaning	0	0	0	0
Digital Services	0	5	4	9
Education and Outreach	0	0	1	1
HR and Finance	1	0	1	2
Library and Information	1	1	0	2
Meetings and Reception Areas	1	0	0	1
Miscellaneous	0	1	1	2
Security	3	2	0	5
Visitor Experience	0	0	1	1
Total	8	15	13	36

The feedback received in this period reflects the fact that most House Services were accessed remotely. The areas that received the highest number of feedback cases were the Chamber and Committees team and the Digital Services Team. One compliment was received for the Chamber and Committees team about the work of the Women and Equalities Committee Team. Complaints concerned delays in the mediation of a petition and the fact that foreign nationals are not able to sign UK Parliament petitions. A complaint was also received about Parliament TV being difficult to navigate and that short notice had been given of a call for evidence from the Science and Technology Committee. Comments received were largely suggestions for improvement, including the suggestion that Parliament should provide a summary of proceedings in the Chamber on the Parliament TV channel, show names of those speaking in virtual proceedings and improve the way that the Chamber Directory of Members is presented.

Complaints for the Digital Service included two cases where changes to the Parliament website had made information more difficult to access. There was also feedback about the website subscription service not being operational and a complaint about the high cost of the virtual Parliament during the lock-down. A complaint was also received about problems experienced with email delivery due to Parliament's cyber security systems. Comments included questions about the accessibility of some older publications, the contents of Parliament's email disclaimer and feedback about difficulties accessing detailed information about Parliamentary business on the website.

The Pass Office received the highest number of compliments. One compliment was for the way the new appointment system operated and the others were for the helpfulness and efficiency of staff. Two complaints were received about difficulties experienced with the electronic pass form.

A compliment was received for a member of the Service Delivery Team and the positive way in which they had helped a customer. Praise was also given to the House of Commons Library and particularly to a member of the research team who provided a useful and timely briefing paper. The Catering Team received positive feedback about a vegetarian dish, a complaint about the customer service provided by an individual in one of the cafeterias and a question about the pricing of breakfast items. There were only 4 feedback cases for the Catering Team compared to 58 cases in the last quarter reflecting the reduced activity in this area. Similarly, the Education Service and Visitor Services only received one feedback case each compared to 23 cases in the last quarter.

The next publication of CCC feedback data is planned for November 2020.