

Compliments, Complaints and Comments Background January 2020 to March 2020

The House of Commons Customer Team manage 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 ninth publication covers the period from January 2020 to March 2020. In this period, the Customer Team received 263 pieces of feedback of which 138 were covered by the CCC policy and 125 were not. 58 more CCC feedback cases were received compared to the previous publication period (73%) which included the General Election. In the same period last year, there were 105 CCC feedback cases so that there has been a 31% increase in feedback cases compared to the same period last year. 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 138 pieces of feedback covered by the CCC policy the breakdown by type of feedback was as follows:

Compliments 56 (41%)

Complaints 43 (31%)

Comments 39 (28%)

This represents a slight 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 | 1 | 0 | 0 | 1 |
| Buildings and Maintenance | 0 | 7 | 0 | 7 |
| Catering and Events | 29 | 9 | 20 | 58 |
| Chamber and Committees | 0 | 2 | 2 | 4 |
| Cleaning | 1 | 2 | 0 | 3 |
| Digital Services | 0 | 7 | 6 | 12 |
| Education and Outreach | 6 | 1 | 2 | 9 |
| HR and Finance | 0 | 2 | 1 | 3 |
| Library and Information | 0 | 0 | 1 | 1 |
| Meetings and Reception Areas | 8 | 1 | 0 | 9 |
| Miscellaneous | 1 | 3 | 2 | 6 |
| Security | 2 | 6 | 2 | 10 |
| Visitor Experience | 8 | 3 | 3 | 14 |
| Total | 56 | 43 | 39 | 138 |

58 pieces of feedback received related to Catering and Events compared to 5 in the previous quarter. This reflects the decision by the Catering Team to divert all feedback to the CCC scheme and to promote the scheme in their outlets. 50% of the feedback received was complimentary with particular praise for the way that large scale events had been delivered, for the quality of food and for excellent customer service. Complaints made up 16% of the Catering and Events feedback and largely covered small concerns with food such as the way that eggs were cooked or a dish being too spicy. The comments included a number of suggestions such as additional non-dairy alternatives in the coffee shops and 4 comments praising the initiative to trial Kosher and Halal products and 1 comment opposing the proposed trial.

14 pieces of feedback received related to Visitor Experience and over half of this was positive. Compliments were largely in praise of enjoyable tours and excellent tour guides. The complaints received also related to the behaviour of guides and the comments were mainly around bookings and tickets.

Two thirds of the feedback for the Education and Outreach Team was classed as compliments and included enthusiastic praise for the work of the team and the experiences they were able to provide for students. One complaint was received about the ability of overseas teachers to access the services provided by the Education Service, but this matter was fully resolved for the customer.

12 pieces of feedback were received for the Digital Services Team which were all complaints or comments. Much of the feedback concerned the way that information was presented on the Parliament.uk website and there were also reports of problems with email delivery failures. Issues were reported in providing digital access to new staff and suggestions were received about how services could be improved such as providing context for the votes recorded on the CommonsVotes App.

10 pieces of feedback were received for the Security Team and 6 of these were complaints. Most complaints were about the way that security officers and police officers had spoken to visitors when enforcing rules or conducting searches on entering the building. Both compliments received were for the Pass Office Team for providing excellent customer service. The comments concerned the length of queues in the Pass Office and a need for more space.

The Service Delivery Team received 8 compliments about the way that they facilitated meetings and manned reception areas. The helpfulness and hard work of staff was particularly highlighted. One complaint was received about presentation equipment which had failed in a meeting room.

7 complaints were received concerning buildings and maintenance and 5 of these concerned drilling in an office building which was disrupting work. It had not been anticipated that the drilling would be heard in these areas but, as a result of the feedback, steps were taken to complete this work out of hours. 2 complaints were received about the Restoration and Renewal programme. One concerned the plans for the future use of Richmond House, and one expressed disappointment at the lack of opportunity to contribute to the proposed plans at this stage.

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