

## Compliments, Complaints and Comments Background July 2020 to September 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 eleventh publication covers the period from July 2020 to September 2020. In this period, the Customer Team received 142 pieces of feedback of which 60 were covered by the CCC policy and 82 were not. In the same period last year there were 110 CCC cases. 50 fewer CCC cases were received in this period than in the same period last year (45%). 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](mailto: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 60 pieces of feedback covered by the CCC policy the breakdown by type of feedback was as follows:

Compliments	17 (28%)
Complaints	24 (40%)
Comments	19 (32%)

This represents an increase in compliments compared to the previous quarter and a slightly lower proportion of complaints and 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	1	1
Catering and Events	1	1	1	3
Chamber and Committees	1	1	3	5
Cleaning	1	1	1	3
Digital Services	0	14	8	22
Education and Outreach	4	0	0	4
HR/Finance/Learning	1	1	1	3
Library and Information	3	1	0	4
Meetings and Reception Areas	4	0	0	4
Miscellaneous	1	1	1	3
Security	0	1	0	1
Visitor Experience	1	3	3	7
Total	17	24	19	60

The feedback received in this period reflects the fact that most House Services were accessed remotely. Almost a third of feedback received concerned Digital Services and almost two thirds of Digital feedback comprised complaints. Most complaints related to recent changes made to the website and 5 out of 12 complaints and 1 comment related to broken links and the Contact Us function not working. 2 complaints and 1 comment related to the changes to the Written Parliamentary Questions pages of the website and included feedback that the new layout created significant additional work to access information. 2 complaints concerned difficulty in finding Select Committee reports in the new layout and there were also complaints about challenges in navigating Parliament TV and finding key business documents. 3 comments were received about difficulty in contacting staff and Members via the Parliamentary email system.

13% of feedback concerned Visitor Experience and largely related to difficulty accessing online tours and questions about refunds for in-person tours cancelled due to Covid-19 restrictions. A compliment was received for an artist's talk that was delivered online. 8% of feedback received related to the Chamber and Committee Team and most feedback was for the Select Committee team including a compliment for the helpfulness of one of their staff. The Library received 3 compliments for the information and assistance provided by Library subject specialists.

4 compliments were received for the Education Team and the virtual workshops that they had delivered for school children and for those educated at home. 4 compliments were received about the way that room bookings and meetings had been arranged and for the helpfulness of members of the Service Delivery Team. The Catering Team received 3 pieces of feedback in this quarter which is much reduced from recent levels of feedback. Feedback included effusive praise for the way in which a wedding and reception had been organised, a complaint about finding a piece of wood in a salad and a question about a recipe.

3 pieces of feedback related to cleaning, including positive feedback for the fact that Parliament was making sanitary products available in 20 toilets on the Parliamentary Estate, a complaint that soap and hand towels had not been available in a toilet area and a question about the removal of graffiti.

3 pieces of feedback were received for the HR Team, including a complaint about the conduct of a member of an interview panel which was not upheld. Feedback was received about text used by the recruitment team in relation to security vetting and the Members' Services Team were praised for the way they were communicating with Members' staff throughout the pandemic.

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