

Date Received	CCC	Category	Case Summary	Response Summary
Jun	Compliment	Catering and Events	Praise for a vegetarian dish in one of the cafeterias.	Feedback passed to the relevant team.
Apr	Complaint	Catering and Events	Complaint about poor customer service from a member of staff in one of the cafeterias.	Feedback passed to the individual concerned and used to inform service improvement.
Jun	Complaint	Catering and Events	Concern about the proposal to trial halal and kosher meals in one of the cafeterias due to animal welfare concerns and suggestion that vegetarian options should be promoted as an alternative.	The trial has been postponed until catering services are operating under more usual circumstances. When the trial is launched, a full Q and A will be made available.
Jun	Comment	Catering and Events	Feedback about different prices for similar items in one of the cafeterias.	The difference in selling prices reflects a difference in cost prices for these items.
May	Compliment	Chamber and Committees	Thanks to the Women and Equalities Committee Team for their prompt responses and good work.	Feedback passed to the relevant team.
Jun	Complaint	Chamber and Committees	Complaint about delays in the initial checking process for a petition.	Delay explained and open petitions suggested as alternatives.
Jun	Complaint	Chamber and Committees	Complaint about the operation of Parliament TV and difficulty accessing the times of proceedings.	Information provided.
May	Complaint	Chamber and Committees	Feedback that those employed by UK based companies should be able to sign a petition on the Parliament website even if they are not a UK national or resident.	When the petitions site was set up, it was agreed that it would only be open to UK residents and citizens because it is a tool for petitioning the UK Parliament and Government. MPs agreed that only people represented by the UK Parliament should be able to influence what is discussed and debated in Parliament.
May	Complaint	Chamber and Committees	Complaint about the short notice of a request for evidence from the Science and Technology Committee and a request that the deadline be extended.	The Committee contacted the Customer directly and agreed a short extension to the request for evidence. The customer will be added to the Committee's mailing list in future.
Apr	Comment	Chamber and Committees	Feedback about the way that the Chamber Directory of Members is organised and suggestions for improvement.	This feedback will be taken into account when producing future publications.
Apr	Comment	Chamber and Committees	Request for help in submitting evidence to a Select Committee.	Guidance on the submission of evidence to committees provided.
Apr	Comment	Chamber and Committees	Question about why there is not a summary of proceedings in Parliament on Parliament TV.	A record of all proceedings in Parliament is recorded and published by Hansard on the Parliament website and all proceedings are available to view on Parliament TV.
Jun	Comment	Chamber and Committees	Request for name labels to be visible during virtual committee meetings.	Feedback passed to the relevant team.
Apr	Complaint	Digital Services	Feedback about difficulties in accessing information about Select Committee publications due to changes made to the Parliament website.	Feedback passed to the relevant team who contacted the customer so that more detailed feedback could be included in future improvements.
Apr	Complaint	Digital Services	Feedback that changes to the website have made it more difficult to see what research papers have been published.	Feedback passed to the relevant team.
Jun	Complaint	Digital Services	Feedback that the email subscription service has not been working for some time and request for information about when it might recommence.	The email subscription service will not be operational for around 3 months. Meanwhile, the Enquiry Service will be happy to provide information.
May	Complaint	Digital Services	Complaint about the high cost of the virtual Parliament equipment.	A statement from the House of Commons Speaker provided which stresses the importance of Parliament continuing to function and hold the Government to account at this time.
May	Complaint	Digital Services	Feedback about difficulties in sending emails to Parliamentary email addresses.	Problem resolved.
Apr	Comment	Digital Services	Feedback about the Parliament email disclaimer text and suggestions for improvement to the automatic reply from the Customer Team email account.	The email disclaimer reflects the possibility that users might inadvertently send or forward an infected attachment. The feedback about the automatic email reply was useful and improvements were made in response.
Apr	Comment	Digital Services	Question about the availability of Parliamentary documents in pdf format.	Some older documents are not published in accessible formats but customers may contact the webmaster to obtain an accessible copy. Details of how to do this are included in the UK Parliament Accessibility Statement.
Jun	Comment	Digital Services	Report of out of date information on a website page.	Feedback passed to the relevant team.
May	Comment	Digital Services	Feedback about difficulties accessing information about the details of Parliamentary proceedings on the website.	Feedback passed to the relevant team.
Apr	Comment	Education and Outreach	Feedback about a school visit to Parliament and suggestions for improvement in communication about some of the facilities available and the fact that on this visit there was no opportunity to access the public gallery or to meet the local MP.	Communications are being reviewed to make clear some of the practical arrangements. Whether or not it is possible to access the public galleries is dependent on the situation on the day and the availability of the local MP is similarly dependent on their diary.
Jun	Compliment	HR/Finance/Learning	Praise for the finance staff who have kept the systems and processes going during lock down.	Feedback passed to the relevant team.
Apr	Comment	HR/Finance/Learning	Feedback about the terminology used in communications from HR about staff probation.	Feedback passed to the relevant teams who are working to make improvements.
Apr	Compliment	Library and Information	Praise for the Commons Library Team and the way in which they answer questions and provide briefings. Particular praise for one researcher who had produced a useful briefing paper on cancelled airline flights.	Feedback passed to the relevant team and individual.
Jun	Complaint	Library and Information	Complaint about a mistake that was made with the date recorded in a letter.	Apology provided for the error.
Jun	Compliment	Meetings and Reception Areas	Praise for a helpful member of the Service Delivery Team.	Feedback passed to the individual concerned.
Apr	Complaint	Miscellaneous	Complaint about the use of social media by a member of House staff.	The House of Commons rigorously upholds standards of impartiality, including the use of social media.
Apr	Comment	Miscellaneous	Question about whether the system for allocating tickets for New Years Eve on the Commons Terrace was currently under review.	The system for allocating tickets is not currently under review.
Jun	Compliment	Security	Praise for the new Pass Office online booking system.	Feedback passed to the relevant team.
Jun	Compliment	Security	Praise for an efficient and polite member of the Pass Office Team.	Feedback passed to the relevant team.
May	Compliment	Security	Thanks to the Pass Office and Vetting team for their support, help and efficiency.	Feedback passed to the relevant team.
Apr	Complaint	Security	Complaint about problems experienced with the pdf version of the pass renewal form and difficulties found when adding an electronic signature.	Work is underway to address these issues. Interim guidance provided.
Jun	Complaint	Security	Complaint about difficulties in completing an online pass renewal form and unhelpful response from a member of staff.	Apology provided for the frustration caused by the technical issues with the form. The member of staff gave the correct advice and customer service in the circumstances.
Apr	Comment	Visitor Experience	Question about whether it is possible to obtain a refund on tour tickets due to travel restrictions.	A refund will be provided.