

Date Received	CCC	Category	Case Summary	Response Summary
Jan	Compliment	Accommodation	Praise for House staff generally and the Accommodation Team in particular.	Feedback passed to the relevant team.
Jan	Complaint	Buildings and Maintenance	Complaint about the plans for Richmond House and the proposed Commons Chamber during Restoration and Renewal.	Alternative options were explored over several years and the submitted proposals are the only viable option to provide a temporary home for the House of Commons within a single secure perimeter. The proposals conserve several listed buildings, improve access and environmental performance and also provide a range of legacy uses.
Jan	Complaint	Buildings and Maintenance	Complaint that it was not possible for the public to contribute their ideas to the Restoration and Renewal plans.	Information provided and assurance given that Parliament is committed to consulting the public on the plans.
Feb	Complaint	Buildings and Maintenance	Complaint about the sound of drilling in an office area.	Feedback passed to the relevant team.
Feb	Complaint	Buildings and Maintenance	Complaint about the sound of drilling in an office area.	This work had been authorised but future work will be discussed shortly.
Feb	Complaint	Buildings and Maintenance	Complaint about the sound of drilling in an office area.	Issue resolved.
Feb	Complaint	Buildings and Maintenance	Complaint about the sound of drilling in an office area.	Work was paused.
Feb	Complaint	Buildings and Maintenance	Complaint about the sound of drilling in an office area.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Praise for the food in one of the cafeterias.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Positive feedback about a successful and enjoyable event and the helpfulness of the Events Team.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Praise for a dish in one of the restaurants.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Praise for a dish in one of the restaurants.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Positive feedback about the Veganuary promotion in catering outlets and request that more vegan food be made available in future.	Feedback passed to the relevant team and information requested provided.
Jan	Compliment	Catering and Events	Positive feedback about a dish in one of the cafeterias.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Thanks for the way a birthday party was organised and praise for the staff involved.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Praise for excellent customer service and food in one of the cafeterias.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Appreciation of the range of options available for Veganuary.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Positive feedback for the way a booking was processed by the Events Team.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Praise for a dish in one of the cafeterias.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Thanks for quick response and advice from a member of the Events Team.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Thanks for a wonderful event with good food and atmosphere.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Appreciation for the way staff helped to organise an event.	Feedback passed to the relevant team.
Jan	Compliment	Catering and Events	Positive feedback about a dish in one of the cafeterias.	Feedback passed to the relevant team.
Jan	Complaint	Catering and Events	Complaint about eggs being overcooked in one of the cafeterias.	Eggs can continue to cook when placed on the heated counters but staff will cook eggs to order.
Jan	Complaint	Catering and Events	Complaint that items had been removed from a kitchen as they were presumed to belong to the catering team.	Feedback passed to the relevant team that was able to resolve the issue.
Jan	Complaint	Catering and Events	Feedback about problems experienced with aspects of an event such as AV and the temperature in the room and praise for the helpfulness of the catering staff.	The issues were investigated and an apology provided for the inconvenience caused. Praise for the staff was passed to the team concerned.
Jan	Complaint	Catering and Events	Feedback about difficulties experienced booking a room for an event.	Feedback passed to the relevant team.
Jan	Comment	Catering and Events	Feedback about contrasting versions of a similar dish in one of the restaurants.	Feedback passed to the relevant team.
Jan	Comment	Catering and Events	Feedback about the use of plastic pots for small items in the cafeterias.	The pots are compostable and aid portion control.
Jan	Comment	Catering and Events	Praise for a dish in one of the cafeterias and request for more allergen information.	Feedback passed to the relevant team and information provided about the food safety system in operation.
Jan	Comment	Catering and Events	Praise for polite and efficient service at a dinner event but concern that chicken was undercooked.	Information provided and reassurance given.
Jan	Comment	Catering and Events	Feedback about bones found in a dish in a cafeteria and praise for the catering service provided across the estate.	Feedback passed to the relevant team.
Jan	Comment	Catering and Events	Question about whether Halal meat is available in catering outlets.	Information provided.
Jan	Comment	Catering and Events	Praise for the food and service in one of the cafeterias and feedback about the ingredients of a particular dish.	Feedback passed to the relevant team.
Feb	Compliment	Catering and Events	Praise for the quality of food in one of the cafeterias.	Feedback passed to the relevant team.
Feb	Compliment	Catering and Events	Positive feedback about the catering offer.	Feedback passed to the relevant team.
Feb	Compliment	Catering and Events	Thanks for a wonderful event.	Feedback passed to the relevant team.
Feb	Compliment	Catering and Events	Praise for the catering team and the way they supported a successful event.	Feedback passed to the relevant team.
Feb	Compliment	Catering and Events	Thanks for the excellent organisation of an event.	Feedback passed to the relevant team.
Feb	Compliment	Catering and Events	Thanks for the way an event was organised and for the way staff went out of their way to help guests.	Feedback passed to the relevant team.
Feb	Compliment	Catering and Events	Thanks for the way an event was planned and delivered.	Feedback passed to the relevant team.
Feb	Compliment	Catering and Events	Praise for a dish in one of the cafeterias.	Feedback passed to the relevant team.
Feb	Complaint	Catering and Events	Complaint about the length of queues at the visitor entrance which resulted in attendees and speakers being late for an event.	Feedback passed to the relevant teams.
Feb	Complaint	Catering and Events	Complaint that a dish was too spicy.	Feedback passed to the relevant team.
Feb	Comment	Catering and Events	Positive feedback about trials of a new item in a cafeteria.	Feedback passed to the relevant team.
Feb	Comment	Catering and Events	Feedback about difficulties in organisation and communication prior to an event although the event itself had gone well.	Feedback passed to the relevant team.
Feb	Comment	Catering and Events	Question about whether it is possible to have a wider range of egg options in one of the cafeterias.	The size of the serving area restricts the number of options it is possible to offer at this time.
Feb	Comment	Catering and Events	Request that different crockery be used for a popular dish to make it easier to eat.	This change will be made as requested.
Feb	Comment	Catering and Events	Question about the availability of non-vegetarian soup options.	Feedback passed to the relevant team.
Mar	Compliment	Catering and Events	Thanks to the helpful and professional staff who delivered a successful event.	Feedback passed to the relevant team.

Mar	Compliment	Catering and Events	Praise for the quality of the coffee in the catering outlets and request for additional milk alternatives.	Feedback passed to the relevant team.
Mar	Compliment	Catering and Events	Thanks for an enjoyable lunch and praise for a member of the catering team who is always efficient and polite. Also thanks to a member of the waiting staff who is attentive, efficient and friendly.	Feedback passed to the relevant team.
Mar	Compliment	Catering and Events	Praise for fantastic catering and serving staff at an event. Staff were friendly and helpful and the timing of the food was perfect.	Feedback passed to the relevant team.
Mar	Compliment	Catering and Events	Praise for the helpfulness and efficiency of the Catering and Events team and the way they delivered an enjoyable event.	Feedback passed to the relevant team.
Mar	Compliment	Catering and Events	Thanks for an excellent dinner and efficient service from the Events Team.	Feedback passed to the relevant team.
Mar	Complaint	Catering and Events	Feedback about meat and non-meat items in the same area of the servery in one of the cafeterias.	Feedback passed to the relevant team.
Mar	Complaint	Catering and Events	Concern about the trial of Halal and Kosher meals due to animal welfare concerns.	The trial has been delayed but more information will be made available when it is possible to move forward with these plans.
Mar	Complaint	Catering and Events	Complaint about damage caused to an item of clothing in one of the cafeterias.	Information provided.
Mar	Comment	Catering and Events	Request for additional milk alternatives in the cafes.	Feedback passed to the relevant team.
Mar	Comment	Catering and Events	Suggestion that breakfast items should be available later in the day in one of the cafeterias.	Feedback passed to the relevant team.
Mar	Comment	Catering and Events	Positive feedback about the decision to provide Halal and Kosher food in one of the catering outlets but concern that the trial was taking place during Ramadan.	The success of the pilot will be judged on a range of measures and the service improved as a result of feedback.
Mar	Comment	Catering and Events	Positive feedback about the decision to provide Halal and Kosher food in one of the catering outlets but concern that the trial was taking place during Ramadan.	The success of the pilot will be judged on a range of measures and the service improved as a result of feedback.
Mar	Comment	Catering and Events	Positive feedback about the decision to provide Halal and Kosher food in one of the catering outlets but concern that the trial was taking place during Ramadan..	The success of the pilot will be judged on a range of measures and the service improved as a result of feedback.
Mar	Comment	Catering and Events	Positive feedback about the decision to provide Halal and Kosher food in one of the catering outlets but concern that the trial was taking place during Ramadan.	The success of the pilot will be judged on a range of measures and the service improved as a result of feedback.
Mar	Comment	Catering and Events	Concern about the trial of Halal and Kosher meals due to animal welfare concerns.	The trial has been delayed but a full Q&A will be made available when it is possible to move forward with these plans.
Mar	Comment	Catering and Events	Thanks for an excellent event and suggestions for ways that the communication of detailed arrangements could have been improved.	Feedback passed to the relevant team.
Jan	Complaint	Chamber and Committees	Complaint about the petitions website not being up and running.	Information provided about the steps that need to be taken following an election.
Feb	Comment	Chamber and Committees	Feedback about incorrect dates being attributed to historical Hansards on the website.	Errors were caused by the way the original bound volumes were digitised and this will be corrected in forthcoming work.
Mar	Complaint	Chamber and Committees	Complaint that confirmation emails for signed e-petitions had not been received.	Issues resolved.
Mar	Comment	Chamber and Committees	Feedback about the delay in the time displayed on the live feed on Parliament TV.	Issue resolved.
Jan	Compliment	Cleaning	Praise for the standard of cleaning in a public area and for the work of a particular member of the cleaning team.	Feedback passed to the individual concerned.
Feb	Complaint	Cleaning	Complaint that items had been discarded from desks by cleaners.	Instructions are for cleaners to work around items and this will be reiterated.
Feb	Complaint	Cleaning	Complaint about the soap used in bathrooms causing sore hands.	The soap was checked and found to be safe and non-allergenic but will be kept under review.
Jan	Complaint	Digital Services	Feedback about problems experienced with setting up digital access for new joiners.	Issues investigated and solutions found.
Jan	Complaint	Digital Services	Feedback about difficulty obtaining access to software applications.	Feedback passed to the relevant team for resolution.
Jan	Complaint	Digital Services	Feedback about difficulties experienced with software.	Issues resolved.
Jan	Complaint	Digital Services	Feedback about difficulties experienced accessing information via the Parliament website.	Information provided.
Jan	Comment	Digital Services	Feedback about confusing terminology regarding legislation on the website.	Information provided.
Feb	Complaint	Digital Services	Complaint about multiple emails being sent from a Parliamentary account.	An update facility was duplicating emails but this has now been resolved.
Feb	Comment	Digital Services	Feedback about changes to the way Parliamentary business is listed on the website that caused problems when creating a regular document.	Issue resolved.
Feb	Comment	Digital Services	Praise for the Commons Votes App and a suggestion for improvement.	Feedback passed to the relevant team.
Feb	Comment	Digital Services	Feedback about updated pages on the website that are less easy to navigate than the ones they replace.	Feedback passed to the relevant team.
Mar	Complaint	Digital Services	Complaint about email delivery failures	Issues resolved.
Mar	Comment	Digital Services	Feedback about the way some elements of Parliamentary business are not included in the "What's On" section of the website.	Feedback passed to the relevant team.
Mar	Comment	Digital Services	Feedback about an image on the website that did not relate to the content on the page.	Image replaced.
Jan	Compliment	Education and Outreach	Praise for the Education Team and their resources for primary schools.	Feedback passed to the relevant team.
Jan	Comment	Education and Outreach	Request for better information as a school group had been disappointed that they were not able to visit the House of Commons Chamber as the House was sitting.	Communications will be reviewed.
Feb	Compliment	Education and Outreach	Praise for an informative tour and workshop organised by the Education Centre and thanks for the opportunity to meet the local MP.	Feedback passed to the relevant team.
Feb	Compliment	Education and Outreach	Thanks for excellent sessions organised by the Education Team.	Feedback passed to the relevant team.
Feb	Complaint	Education and Outreach	Complaint that training and education opportunities offered by the Education Centre are only available to those who are able to visit.	Information provided about possible options.
Feb	Comment	Education and Outreach	Request for a travel subsidy claim form for a youth group visit.	Information provided.
Mar	Compliment	Education and Outreach	Thanks for a memorable visit to Parliament and praise for the informative and well-versed guides.	Feedback passed to the relevant team.

Mar	Compliment	Education and Outreach	Thanks for an "Ask the Speaker" session which was enjoyable and useful.	Feedback passed to the relevant team.
Mar	Compliment	Education and Outreach	Thanks for an enjoyable and informative visit to Parliament.	Feedback passed to the relevant team.
Jan	Comment	HR	Question about whether the Independent Complaints and Grievance Scheme is now open for historic cases.	Information provided.
Feb	Complaint	HR	Concern about lack of advice and guidance on Corona Virus.	Information provided.
Mar	Complaint	HR	Complaint that jobs have been advertised using non-inclusive criteria.	Recruitment procedures have been developed to ensure that the House Service does not discriminate against any protected characteristics and encourages diversity when recruiting for its positions. Any recruitment to the House Service which offers permanent employment will always be by selection on merit and on the basis of fair and open competition.
Jan	Comment	Library and Information	Feedback about an error found in a Research Briefing report.	Issue resolved.
Jan	Compliment	Meetings and Reception Areas	Praise for the way a high profile event was organised.	Feedback passed to the individual concerned.
Jan	Compliment	Meetings and Reception Areas	Praise for a member of staff who helped locate rooms for meetings.	Feedback passed to the relevant team.
Feb	Compliment	Meetings and Reception Areas	Praise for the excellent service provided by reception staff.	Feedback passed to the individuals concerned.
Feb	Compliment	Meetings and Reception Areas	Praise for the way a member of staff helped a customer who wished to speak to their MP.	Feedback passed to the individual concerned.
Feb	Complaint	Meetings and Reception Areas	Complaint about presentation equipment in a meeting room.	Feedback passed to the relevant team.
Mar	Compliment	Meetings and Reception Areas	Praise for reception desk staff who are always cheerful and helpful.	Feedback passed to the relevant team.
Mar	Compliment	Meetings and Reception Areas	Praise for a member of staff who worked hard to set up an office.	Feedback passed to the individual concerned.
Mar	Compliment	Meetings and Reception Areas	Appreciation for a very helpful member of the Service Delivery Team.	Feedback passed to the individual concerned.
Mar	Compliment	Meetings and Reception Areas	Praise for a member of staff who helped set up an office with efficiency and personal energy.	Feedback passed to the relevant team.
Jan	Complaint	Miscellaneous	Feedback about difficulty contacting Parliament via the prison telephone system.	Information provided.
Feb	Complaint	Miscellaneous	Complaint that insufficient seats were available at a ticketed staff event	Larger venues and improved communications will be considered for future events.
Feb	Complaint	Miscellaneous	Complaint about the use of the term "Wuhan Coronavirus" on the House of Commons social media account.	Feedback passed to the relevant team.
Feb	Comment	Miscellaneous	Feedback about a staff survey and suggestion that provision of free text boxes would have provided more context.	Free text boxes might create difficulties as staff are encouraged to report actual incidents via the usual channels.
Feb	Comment	Miscellaneous	Question about the opening times of an entrance.	Information provided.
Mar	Compliment	Miscellaneous	Thanks for all the hard work being carried out by staff and Members at this time.	Customer thanked for their feedback.
Mar	Complaint	Miscellaneous	Complaint about recurring problems with IT equipment and difficulties in obtaining office furniture when moving offices.	Feedback passed to the relevant teams.
Jan	Complaint	Security	Complaint about the way that a member of staff communicated rules on the use of phones to a visitor.	Explanation and apology provided.
Jan	Comment	Security	Suggestion that more space is made available when the Pass Office relocates.	Feedback passed to the relevant team.
Jan	Comment	Security	Feedback about lengthy queues at the Pass Office.	Feedback passed to the relevant team.
Feb	Compliment	Security	Feedback about efficient and polite service from the Pass Office	Feedback passed to the relevant team.
Feb	Compliment	Security	Feedback about excellent service provided when resolving a problem with the issue of a pass.	Feedback passed to the relevant team.
Feb	Complaint	Security	Complaint about the way a police officer spoke to a visitor who was unwittingly breaking a rule. Request for improved signage and communications.	Feedback will be passed to the Metropolitan Police Service and to Digital and Visitor Services so that communications can be improved.
Feb	Complaint	Security	Complaint about the behaviour of a police officer at the entrance to Parliament.	Feedback passed to the relevant team.
Feb	Complaint	Security	Feedback about a member of the Security Team who did not provide the expected standard of service at an entrance.	Feedback passed to the relevant team.
Feb	Complaint	Security	Complaint about the way that a security search was carried out at an entrance.	CCTV footage was reviewed and the way the search was conducted was found to have followed guidelines. However, the change in personnel as the search was conducted may have contributed to the customer feeling that they received more attention than others.
Feb	Complaint	Security	Complaint about the way that a security search was carried out at one of the entrances.	Feedback passed to the relevant team.
Jan	Compliment	Visitor Experience	Positive feedback about a tour and a fantastic guide who made it fun and entertaining.	Feedback passed to the individual concerned.
Jan	Compliment	Visitor Experience	Thanks for the way that staff made a visitor feel at ease and for an enjoyable afternoon tea. Problem found with an item purchased from the gift shop.	Customer thanked for their feedback and a replacement sent for the faulty item.
Jan	Complaint	Visitor Experience	Complaint about the way a guide responded to a visitor who had broken rules but had done so because they were feeling unwell.	Apology provided for the failure of the guide to pick up on what had occurred and to respond appropriately.
Feb	Compliment	Visitor Experience	Praise for a marvellous afternoon tea and tour and thanks to the informative and friendly tour guide.	Feedback passed to the relevant team.
Feb	Compliment	Visitor Experience	Praise for an excellent tour and a guide who was enthusiastic and interesting.	Feedback passed to the relevant team.
Feb	Compliment	Visitor Experience	Praise for an excellent tour and audio guide.	Feedback passed to the relevant team.
Feb	Complaint	Visitor Experience	Complaint about the behaviour of a member of staff towards a person leading a group of visitors.	Apology provided and incident investigated.
Feb	Complaint	Visitor Experience	Complaint about inappropriate comments made by a tour guide.	Apology provided and further guidance offered to the member of staff.
Feb	Comment	Visitor Experience	Feedback about problems experienced with the online tour booking system.	Feedback passed to the relevant team.
Feb	Comment	Visitor Experience	Suggestion that additional items could be added around the green bench in Westminster Hall to encourage visitor interaction.	Feedback passed to the relevant team.

Feb	Comment	Visitor Experience	Question about changing a tour booking.	Information provided.
Mar	Compliment	Visitor Experience	Positive feedback about an enjoyable tour and an informative and friendly guide.	Feedback passed to the relevant team.
Mar	Compliment	Visitor Experience	Praise for an enjoyable tour, an informative, entertaining guide and appreciation of the opportunity to visit the public gallery to view an interesting debate.	Feedback passed to the relevant team.
Mar	Compliment	Visitor Experience	Praise for the helpfulness of staff who ensured that visitors were able to watch Prime Minister's Questions.	Feedback passed to the relevant team.