

Date Received	CCC	Category	Case Summary	Response Summary
July 2020	Comment	Buildings and Maintenance	Question about what happens to the Victorian tiles removed during the restoration of the Palace of Westminster.	Information provided about arrangements to archive the best examples and sell others through Parliament's retail outlets.
August 2020	Comment	Catering and Events	Request for the recipe for a favourite item available in one of the cafeterias.	The recipe is not available as the item is purchased from a wholesale supplier.
September 2020	Complaint	Catering and Events	Complaint about finding a piece of wood in a pre-prepared salad in one of the cafeterias.	Apology provided and matter raised with the supplier concerned.
September 2020	Compliment	Catering and Events	Praise for the way that a wedding and reception had been organised.	Feedback passed to the relevant team.
July 2020	Complaint	Chamber and Committees	Complaint that reasonable adjustments were not made to allow a disabled member of the public to contribute to a Select Committee enquiry as their request to meet the Chair of the Committee was refused.	It is not possible to accommodate all requests from individuals to meet the Chair of the Committee. However, the Chair and the Clerk have replied to correspondence.
July 2020	Compliment	Chamber and Committees	Praise for a member of Select Committee staff who provided useful information and was helpful and understanding.	Feedback passed to the member of staff concerned.
August 2020	Comment	Chamber and Committees	Feedback that confirmation emails had not been received for petitions that had been signed.	Issue resolved.
September 2020	Comment	Chamber and Committees	Question about differences in reported results of a Vote in the House of Commons.	Information provided.
September 2020	Comment	Chamber and Committees	Feedback about an error on the website which contained an incorrect job title for a Government Minister.	Issue resolved.
July 2020	Comment	Cleaning	Question about whether graffiti had been removed from an external area of the Parliamentary Estate.	Confirmation provided.
July 2020	Compliment	Cleaning	Positive feedback about the proposal to make sanitary products available in 20 toilets across the Parliamentary Estate.	Feedback passed to the relevant teams.
September 2020	Complaint	Cleaning	Complaint that soap and hand towels were not available in a busy toilet area and that a member of the Catering Team had used the facilities having been told about the problem.	Issue resolved urgently and staff reminded of the importance of good hygiene.
July 2020	Comment	Digital Services	Positive feedback about the CommonsVotes app and request for more information about the background to the votes.	Feedback passed to the relevant teams.
July 2020	Comment	Digital Services	Question about the composition and structure of the Digital Team.	Information provided.
July 2020	Complaint	Digital Services	Disappointment that it is not possible to view a daily list of published Select Committee reports on the website and feedback that the search function is also poor. Email alerts for publications are no longer being received.	Feedback passed to the relevant teams working on future improvements.
July 2020	Complaint	Digital Services	Concern about the decision by the House of Commons to delete a tweet about a vote on the Trade Bill.	The tweet was deleted due to concerns about how the House of Commons impartiality was perceived.
August 2020	Complaint	Digital Services	Feedback about difficulties experienced with the recent changes to the Written Parliamentary Questions pages of the website and also the Committee pages.	Feedback passed to the relevant teams working on future improvements.
September 2020	Comment	Digital Services	Feedback about changes to the Big Ben pages of the website and a number of broken links.	Feedback passed to the relevant teams working on future improvements.
September 2020	Comment	Digital Services	Report of problems with email delivery to a number of Parliamentary email accounts.	Issue resolved.
September 2020	Comment	Digital Services	Question about how to view bills by last updated on the new Legislation web pages.	Information provided.
September 2020	Comment	Digital Services	Request that answers to Parliamentary Questions be displayed as a list rather than having to go to each question individually as is now required following changes to the website.	Feedback passed to the relevant teams working on future improvements.
September 2020	Comment	Digital Services	Feedback about difficulty contacting an MP's office via email.	Issue resolved.
September 2020	Comment	Digital Services	Request for the return of the email subscription service.	The subscription service will not be working for some time due to technical issues. Alternative sources of information provided.
September 2020	Complaint	Digital Services	Feedback about changes to the Legislation pages of the website which have made it more difficult to see when a bill was last updated. Request that a filter be included to show "recently updated" entries.	Feedback passed to the Digital Team who issued a fix to address the issues.
September 2020	Complaint	Digital Services	Feedback about difficulties experienced navigating the agenda and expected timings of proceedings in the Chamber on Parliament TV.	Feedback passed to the relevant teams and information provided about ways to access this information.
September 2020	Complaint	Digital Services	Feedback about problems with changes to the Committee pages on the website which had resulted in a large number of broken links. It had not been possible to log the problems on the Contact Us facility as the CAPTCHA function was not working and the link to the online feedback form was also broken.	Feedback passed to the relevant team and issues with the Contact Us facility resolved.
September 2020	Complaint	Digital Services	Feedback about difficulty accessing Erskine May online and further difficulty reporting the problem due to CAPTCHA not working on the Contact Us pages of the website.	Information provided and issues with the Contact Us facility resolved.
September 2020	Complaint	Digital Services	Feedback about a problem with RSS feeds following changes to the website and further difficulty found reporting the issue via the Contact Us form.	Feedback passed to the relevant team and issues with the Contact Us facility resolved.
September 2020	Complaint	Digital Services	Feedback about difficulties emailing MPs due to inaccuracies found in a list of email addresses.	The list used had been issued in response to a freedom of information request and was out of date. Up to date information provided.
September 2020	Complaint	Digital Services	Feedback about difficulty accessing Select Committee reports on the website and complaint about the quality and range of recent briefings.	The Enquiry Service provided information to assist.
September 2020	Complaint	Digital Services	Feedback that recent changes to the website had made access to pre-2020 Select Committee reports difficult due to broken links and lack of automatic redirects. Problems also found with the search function and the way that Written Parliamentary Questions are now displayed.	Feedback passed to the relevant teams working on future improvements.
September 2020	Complaint	Digital Services	Feedback about problems with the CAPTCHA function on the Contact Us pages of the website.	Issues resolved.

September 2020	Complaint	Digital Services	Feedback about difficulties caused by the way Written Parliamentary Questions are now displayed on the website and the extra work this generates.	Feedback passed to the relevant teams working on future improvements.
September 2020	Complaint	Digital Services	Complaint that it had been difficult to find the text of an Amendment on the website when it was being discussed in the Chamber of the House of Commons.	Feedback passed to the relevant team.
July 2020	Compliment	Education and Outreach	Thanks for rescheduling an education workshop and feedback about how the children enjoyed the session and how much they learnt.	Feedback passed to the relevant team.
July 2020	Compliment	Education and Outreach	Praise for an education workshop.	Feedback passed to the relevant team.
August 2020	Compliment	Education and Outreach	Positive feedback about a workshop for home educators that had gone well.	Feedback passed to the relevant team.
September 2020	Compliment	Education and Outreach	Praise for a virtual education session about how Parliament works and a suggestion for a future event.	Feedback passed to the relevant team.
September 2020	Comment	HR/Finance/Learning	Feedback about text used by the Recruitment Team about security vetting. Suggestion that it should be clear that it is not necessary to be a UK national or to be born in the UK to apply for positions at the House of Commons.	Feedback passed to the relevant team.
September 2020	Complaint	HR/Finance/Learning	Complaint that an interviewer had behaved unprofessionally during an online recruitment interview.	The chair of the interview panel stated that the interview had been conducted in a professional manner throughout.
September 2020	Compliment	HR/Finance/Learning	Praise for the Members Services Team who have provided useful information and updates.	Feedback passed to the relevant team.
July 2020	Compliment	Library and Information	Praise for a member of Library staff who provided a comprehensive and clear response to a research request.	Feedback passed to the member of staff concerned.
July 2020	Compliment	Library and Information	Positive feedback about a researcher in the Library who had provided a detailed response at short notice.	Feedback passed to the relevant team
August 2020	Complaint	Library and Information	Complaint about the way that a member of staff had worded a reply to a request for information.	Clarification provided.
September 2020	Compliment	Library and Information	Thanks to a member of staff in the Library who provided a detailed briefing.	Feedback passed to the relevant team.
September 2020	Compliment	Meetings and Reception Areas	Praise for the way that members of the Service Delivery Team helped to arrange a high profile Select Committee meeting.	Feedback passed to the relevant team.
September 2020	Compliment	Meetings and Reception Areas	Praise for a member of the Service Delivery Team who dealt with a wide range of queries and requests quickly and comprehensively.	Feedback passed to the individual concerned.
September 2020	Compliment	Meetings and Reception Areas	Praise for the Service Delivery Team and the way that they continue to work hard during the Covid-19 pandemic.	Feedback passed to the relevant team.
September 2020	Compliment	Meetings and Reception Areas	Positive feedback about the way that a room booking was handled.	Feedback passed to the relevant team.
July 2020	Comment	Miscellaneous	Request for information about Parliament's social media management policy.	Information provided.
September 2020	Complaint	Miscellaneous	Feedback about difficulty being connected to some offices via the telephone switchboard.	The switchboard can take a message if there is no answer from an extension.
September 2020	Compliment	Miscellaneous	Positive feedback for a member of the Customer Team who helped a customer resolve an urgent issue.	Feedback passed to the individual concerned.
September 2020	Complaint	Security	Complaint about incorrect information provided by the Pass Office about procedures for pass renewal.	Incorrect information had been provided due to a manual data entry error but correct procedures had been followed.
July 2020	Comment	Visitor Experience	Request for a refund for a tour cancelled due to Covid-19 restrictions.	Refund issued.
August 2020	Comment	Visitor Experience	Question about a refund for a tour which was cancelled due to Covid-19 restrictions.	Refund issued.
August 2020	Comment	Visitor Experience	Question about whether it is possible to obtain a recording of a virtual online tour to share with a school class.	A recording is not available on this occasion.
August 2020	Complaint	Visitor Experience	Feedback about difficulty joining an online tour of the Palace of Westminster.	Feedback passed to the relevant team.
August 2020	Complaint	Visitor Experience	Feedback about difficulty joining an online tour of the Palace of Westminster.	Feedback passed to the relevant team.
September 2020	Complaint	Visitor Experience	Feedback about difficulties joining an online tour of the Houses of Parliament.	Feedback passed to the relevant team.
September 2020	Compliment	Visitor Experience	Praise for an interesting artist's talk about a work of art in Parliament. Suggestion that some of the lights in the New Dawn installation may not be working.	Feedback passed to the relevant team.