

Compliments, Complaints and Comments Summary July 2019 to September 2019

The House of Commons Customer Team has developed a compliments, complaints and comments policy (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 seventh publication covers the period from June 2019 to Sept 2019. In this period, the Customer Team received 290 pieces of feedback of which 110 were covered by the CCC policy and 180 were not. CCC feedback cases were at a similar level to the previous publication period with a difference of 5 cases (5%). This was despite the fact that the reporting period covers the summer period when feedback is usually less frequent. In the same period last year, there were 49 CCC feedback cases so that there has been an increase of 124% compared to 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 Brexit. Most of this feedback still received a response including alternative contact suggestions such as how to contact the local MP.

Of the 110 pieces of feedback covered by the CCC policy the breakdown by type of feedback was as follows:

Compliments 38 (35%)

Complaints 44 (40%)

Comments 28 (25%)

This represents an increase in complaints compared to the last quarter and a decrease in the number of compliments.

A detailed breakdown of the feedback by category and type is as follows:

Category	Compliment	Complaint	Comment	Total
Accommodation	0	0	0	0
Buildings/Maintenance	0	3	2	5
Catering	2	3	0	5
Chamber/Committees	0	3	6	9
Cleaning	0	2	0	2
Digital Services	0	5	3	8
Education/ Outreach	26	2	0	29
HR/ Finance	0	4	1	5
Library/Information	2	1	4	7
Meetings/Events	1	0	1	2
Miscellaneous	0	4	3	7
Retail	1	0	0	1
Security	1	2	1	4
Visitor Experience	5	15	7	27
Total	38	44	28	110

The Education and Outreach Team received the largest number of feedback cases. They received 29 cases which is 26% of all the feedback received. 90% of this feedback was positive with many schools and pupils expressing their appreciation of their school visit and a number of organisations praising events run by the Outreach Team. Four compliments were received about the first event run for those undertaking home schooling with appreciation for the welcome and consideration they had been shown.

Visitor Experience feedback constituted 25% of all feedback received and 34% of complaints. The reduction in the number of compliments in the quarter overall is mainly influenced by the reduction in the usual number of compliments received for this team. 8 complaints were received about the smell of sewage in the gift shop area and complaints about a range of issues such as delays in entering the building and accessing the public gallery. Most compliments praised staff from the Visitor Services Team who had helped to make a visit to Parliament enjoyable and had provided excellent tours of the building.

Feedback relating to the Chamber and Committees team constituted 8% of the feedback received and largely concerned select committee enquiries and the way the petitions system operates.

Feedback concerning Digital Services covered a range of issues including difficulties accessing the Parliament website on mobile devices and questions about the search function on the beta website. There were also requests for updates to information.

Most of the feedback classed as miscellaneous concerned the services of the Parliament switchboard and included reports of difficulties contacting teams such as the Freedom of Information team. This was rectified in response to the feedback received.

The next publication of data is planned for February 2020.