

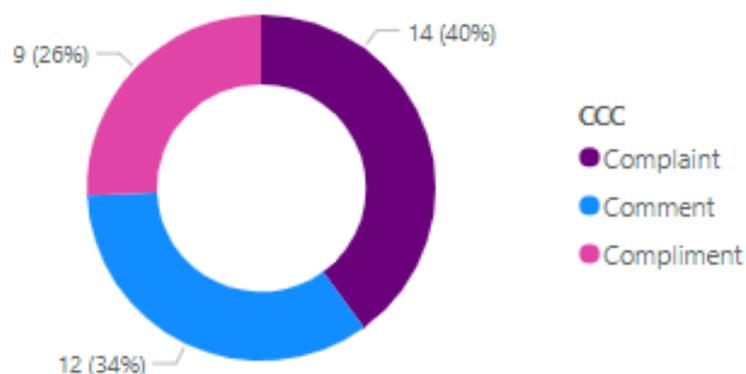
Compliments, Complaints and Comments Background April 2021 to June 2021

The House of Commons Customer Team operates a compliments, complaints and comments (CCC) scheme 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 fourteenth publication covers the period from April 2021 to June 2021. In this period, the Customer Team received 105 pieces of feedback of which 35 were covered by the CCC policy and 70 were not. In the same period last year, there were 36 CCC cases so that the volume of CCC cases is consistent but the number of non-policy cases decreased by 63%. The volume of cases received continues to reflect the fact that many services were suspended or significantly changed due to the Covid-19 pandemic. Furthermore, the number of visitors and staff on the parliamentary estate remained low. Feedback was received via feedback@parliament.uk and the online 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 or relevant Government department.

Of the 35 pieces of feedback covered by the CCC policy, the breakdown by type of feedback was as follows:

Compliments, Complaints and Comments Breakdown

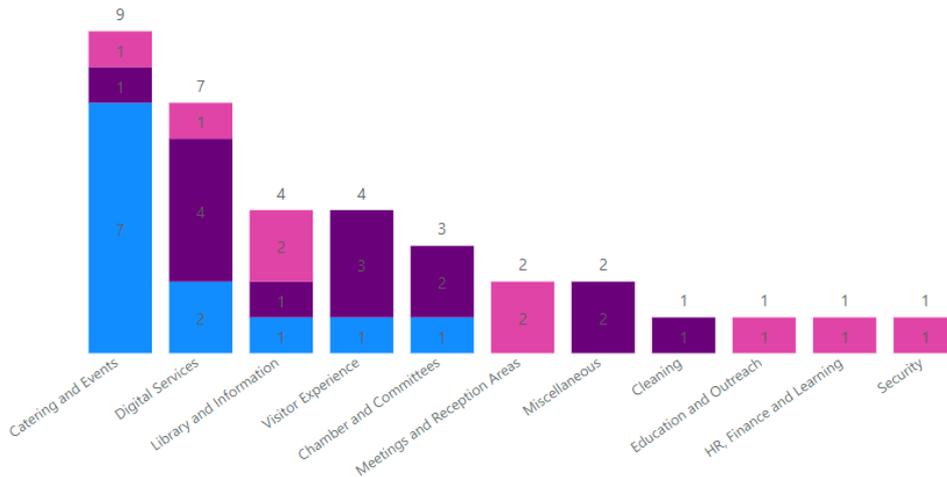


There was a higher proportion of compliments and comments compared to the previous quarter and a decrease in complaints.

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

CCC Cases by Service Area

CCC ● Comment ● Complaint ● Compliment



A quarter of the feedback received in this period related to Catering. A compliment was received for a lamb dish in one of cafeterias. Comments included two suggestions that additional milk alternatives be made available and there was also a request for more allergen information on menus. Customers suggested items for inclusion in the catering offer, including fresh fruit juice, Halal meals and made to order items, such as omelettes. One complaint was received about a vegetarian dish in one of the cafeterias that had not been enjoyed.

A fifth of the feedback related to the work of the Parliamentary Digital Service. A compliment was received about the way that the User Engagement Team had helped an internal team migrate to new software. Complaints included feedback about the website search function and difficulty following the progress of legislation on the new web pages. Feedback was received about inaccurate “Find Your MP” search results and concern expressed that emails were not reaching MPs’ offices. Comments included a question about whether a publication was still available online and a suggestion that links to Hansard were included on some web pages as well as video links.

The Visitor Experience feedback included three complaints about difficulty joining online talks and tours and a request to reschedule a talk.

Feedback in the Library and Information category included compliments for the helpfulness of staff in the Library, the Enquiry Service and the Archives. A question was received about Parliamentary copyright and a complaint was received about the way that a Freedom of Information request was processed.

The Cleaning Team received a complaint about the cleanliness of one of the bathrooms and concern was expressed that documents had gone missing when sent via Royal Mail.

Two compliments for the helpfulness and efficiency of staff were received for the Service Delivery Team. The Education Service received glowing praise for the way that an online workshop was delivered. A successful recruitment candidate provided positive feedback about the recruitment process and a member of the Pass Office was thanked for quick and excellent service.

The next publication of CCC feedback data is planned for November 2021.