

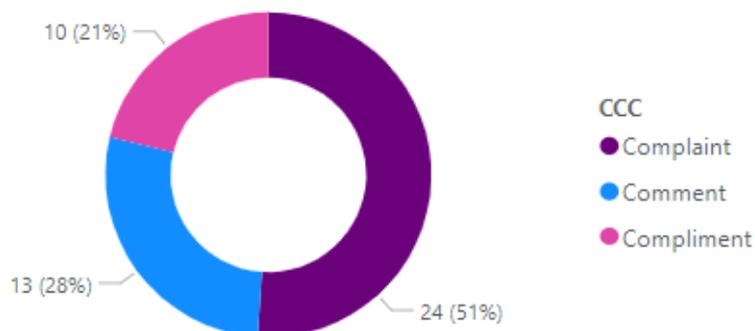
Compliments, Complaints and Comments Background January 2021 to March 2021

The House of Commons Customer Team has an established compliments, complaints and comments scheme (CCC) 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 thirteenth publication covers the period from January 2021 to March 2021. In this period, the Customer Team received 133 pieces of feedback of which 47 were covered by the CCC policy and 86 were not. In the same period last year, there were 138 CCC cases. 91 fewer CCC cases were received in this period than in the same period last year (66%). This reflects 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 was considerably reduced. 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.

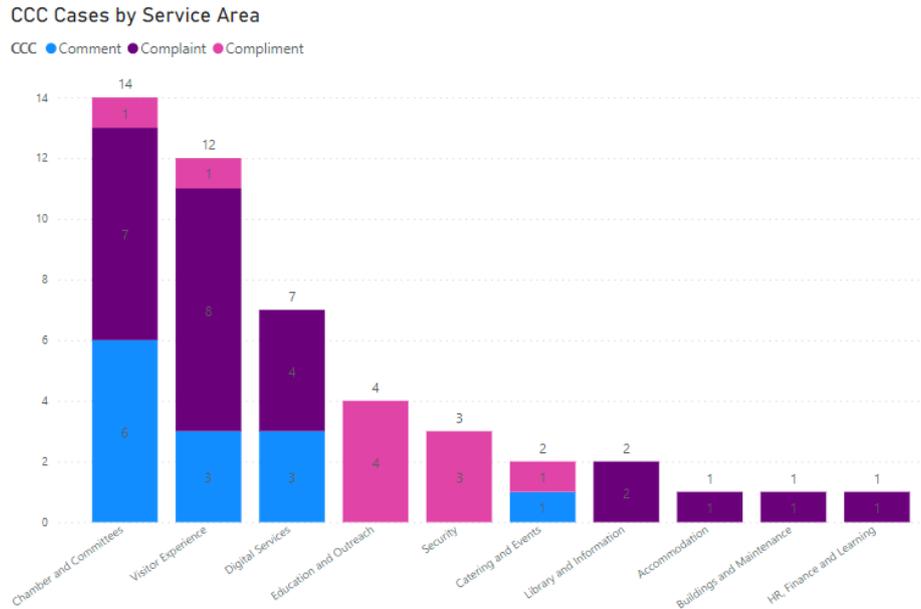
Of the 47 pieces of feedback covered by the CCC policy, the breakdown by type of feedback was as follows:

Compliments, Complaints and Comments Breakdown



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

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



The feedback received in this period reflects the fact that most House Services were accessed remotely. Nearly a third of the feedback received concerned the Chamber and Committees team and most of the feedback comprised complaints about processes and correspondence. There were also complaints about petitions not being accepted and individuals not receiving responses to submitted petitions. Comments were also received when Hansard attributed incorrect dates to debates. A compliment was received about the quick response of a member of the Treasury Select Committee Team.

25% of feedback received related to the Visitor Services Team and most feedback was praise for interesting online talks. A number of complaints were received about difficulties joining online talks and tours, but most customers were able to rebook the events. Digital Services received 14% of the feedback and most cases concerned Parliament's website, in particular errors on the 'What's On' calendar and complaints that the website is not user friendly. Comments were also shared about how to improve Parliament's website and social media presence. 9% of feedback concerned the Education and Outreach Teams and mainly comprised of compliments about excellent online education workshops. Security received praise for outstanding service, especially when dealing with pass applications. The Building and Maintenance Team received a complaint about the appearance of the green benches in the House of Commons Chamber, but repairs have now been organised. The Catering Team received praise for their engaging staff as well as a suggestion about trialling scrambled eggs in one of the cafeterias. The Catering Team passed on this positive feedback to their staff and are now offering scrambled eggs in this venue.

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