

Compliments, Complaints and Comments Background January 2022 to March 2022

The House of Commons Customer Team operates a compliments, complaints and comments (CCC) scheme. When it was developed, an undertaking was given to publish a summary of the feedback data, and this has taken place on a quarterly basis since May 2018. The seventeenth publication covers the period from January 2022 to March 2022. In this period, the Customer Team received 195 pieces of feedback of which 107 were covered by the CCC policy and 88 were not. In the same period last year, there were 47 CCC cases so the volume of CCC cases has increased by 128% compared to last year.

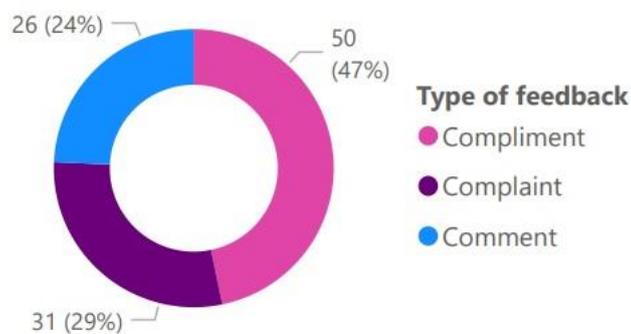
The volume of cases received continues to reflect the fact that many services were suspended or significantly changed due to the Covid-19 pandemic. From February 2022 onwards, some services reopened as staff returned to their offices. Furthermore, the number of visitors on the parliamentary estate has been steadily increasing as the guided tours were reinstated.

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. Most of this feedback still received a response including alternative contact suggestions, such as how to contact the local Member of Parliament or relevant Government department.

Of the 107 pieces of feedback covered by the CCC policy, the breakdown by type of feedback was as follows:

Compliments, Complaints and Comments Breakdown

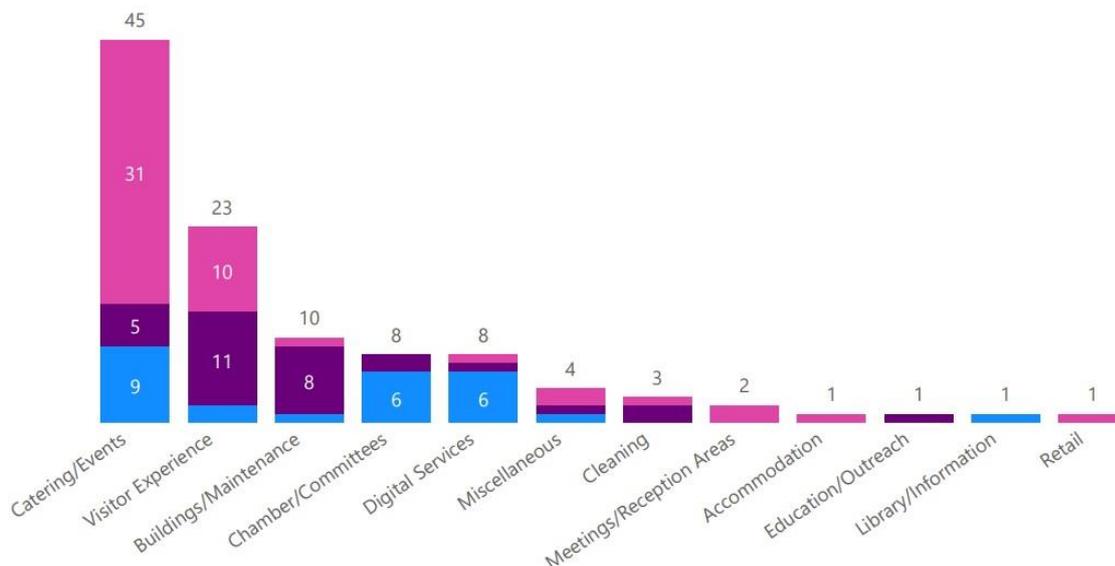


A higher proportion of compliments and complaints were received compared to the previous quarter and fewer comments.

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

CCC Feedback by Service Area

Type of feedback ● Comment ● Complaint ● Compliment



42% of the feedback received related to Catering and 69% of the Catering feedback consisted of compliments. The Events Team received 7 compliments about their exceptional customer service as well as help with planning and running events. 31 compliments received for Catering praised the quality and flavour of dishes, welcoming service and friendly staff in the catering outlets. 9 comments suggested adding new dishes to the menus, using plates instead of bowls for some dishes and introducing oat milk to the catering outlets. 5 complaints noted small food portion sizes, incorrect spelling of a drink on the menu and requested more traditional menu items.

21% of the feedback received was about Visitor Experience. 43% of the feedback were compliments about interesting tours and engaging tour guides. 11 complaints received noted difficulties with joining an online event. 1 comment noted it had not been possible to enter the building before the scheduled time, despite poor weather conditions.

Almost 10% of the feedback received was about Buildings/Maintenance. 8 complaints note faulty water taps, faulty showers, general low cleanliness of different areas and mention long waiting times on repairs. All issues reported were resolved. 1 compliment submitted was about a swift redecoration of an office following a leak.

7% of the feedback received was about Digital Services. 6 comments reported broken links, suggested a few improvements to the Parliamentary website and enquired about specific content on the parliamentlive.tv. 1 complaint noted the lack of USB-C charging points.

7% of the feedback received was about the work of the select committees and the business of the House. One comment suggested re-instating an email alert system; another enquired about timings and the schedule of proceedings on parliamentlive.tv; another comment noted The Speaker's comments being picked up by the microphone following the proceedings. 2 complaints were about the work of Select Committees.

The next publication of CCC feedback data is planned for August 2022.