

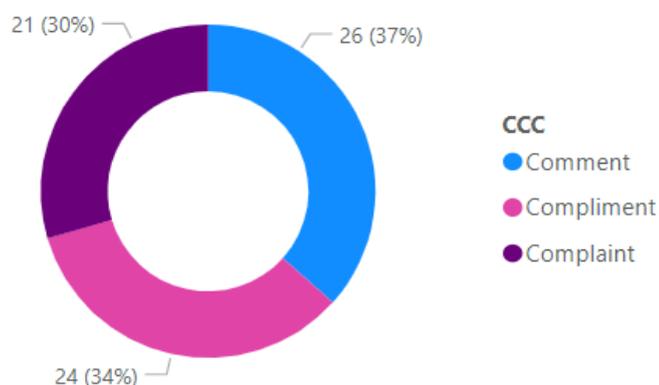
Compliments, Complaints and Comments Background July 2021 to September 2021

The House of Commons Customer Team operates a compliments, complaints and comments (CCC) scheme. 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 fifteenth publication covers the period from July 2021 to September 2021. In this period, the Customer Team received 198 pieces of feedback of which 71 were covered by the CCC policy and 127 were not. In the same period last year, there were 60 CCC cases so that the volume of CCC cases has increased slightly compared to last year (11%) but is 35% lower than the same period in 2019. 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. 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 71 pieces of feedback covered by the CCC policy, the breakdown by type of feedback was as follows:

Compliments, Complaints and Comments Breakdown

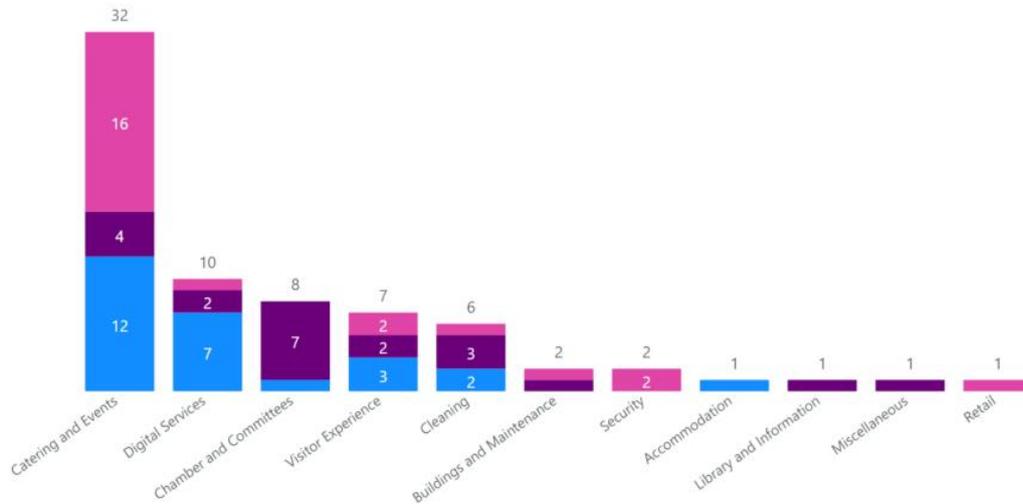


There was a higher proportion of compliments and comments compared to the previous quarter and a decrease in complaints.

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

CCC Cases by Service Area

CCC ● Comment ● Complaint ● Compliment



45% of the feedback received related to Catering and 50% of the feedback was positive. QR codes linked to the online feedback form were introduced in venues and this increased the volume of feedback received. 5 compliments were received for the food and service in new catering venues. The Events team received 3 compliments for the way that functions had been arranged. Individual dishes in the cafeterias received praise and there were also several compliments for the excellent customer service provided by staff. Most of the comments received were requests for information such as recipes and food content and questions included when it might be possible to reintroduce reusable cups. There were 3 complaints about disappointing meals in the cafeterias and a complaint about the decision to close one of the coffee shops in recess.

15% of feedback related to the work of the Parliamentary Digital Service. One compliment was received for helpful assistance and there were two complaints. One complaint concerned an unhelpful and inaccurate response when printing problems were experienced. The other complaint concerned unreliable results from the search function on the Parliament website. Comments included a request for additional links between information on legislation and votes, reports of difficulty navigating the list of bills on the website and notification of small errors on the website.

11% of feedback related to the work of the Chamber and Select Committee teams. A comment was made about the indexing of debates on Parliament TV and a complaint was received about British Sign Language interpretation distracting from the Parliament TV coverage. There were two requests for responses to emails sent to Select Committees and two complaints to the Petitions Committee about the lack of a debate on a particular petition and concern that a petition had been rejected. A complaint was received about the inability to participate in a Committee evidence session.

10% of feedback concerned the visitor experience. Compliments were received about enjoyable visits and the way that staff had helped visitors. Complaints were received about the cancellation of tours due to Covid, changes to the tour route and the behaviour of a manager when addressing staff conduct in the presence of visitors.

8% of feedback related to cleaning with a compliment received about the cleanliness of facilities and complaints received about the cleaning standards in some areas. Requests were made for cleaning materials and a waste-paper bin.

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