

Compliments, Complaints and Comments Summary March 2019 to June 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 sixth publication covers the period from March 2019 to June 2019. Four months data have been included in this publication so that going forward the publications will align with the usual business reporting periods. In this period the Customer Team received 377 pieces of feedback of which 160 were covered by the CCC policy and 217 were not. This represents a 36% increase cases in cases per month compared to the previous publication period. 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 was forwarded to the House of Commons Enquiry Service who responded to customers with alternative contact suggestions such as how to contact the local MP.

Of the 160 pieces of feedback covered by the CCC policy the breakdown by type of feedback was as follows:

Compliments 86 (54%)

Complaints 35 (22%)

Comments 39 (24%)

This represents an increase in compliments compared to the last quarter and a decrease in the proportion of complaints and comments. This reflects the increase in feedback received about the Education and Outreach Team which was entirely positive.

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

Category	Compliment	Complaint	Comment	Total
Accommodation	3	2	1	6
Buildings/Maintenance	0	4	3	7
Catering	2	3	1	6
Chamber/Committees	3	9	10	22
Cleaning	1	0	0	1
Digital Services	1	5	5	11
Education/ Outreach	36	0	0	36
HR/ Finance	1	2	1	4
Library/Information	2	2	3	7
Meetings/Events	9	0	0	9
Miscellaneous	4	2	2	8
Security	3	4	3	10
Visitor Experience	21	2	10	33
Total	86	35	39	160

Visitor Experience feedback constituted 20% of all feedback received and 24% of the compliments received. 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. The Education Team also received a large number of similar compliments about visits to Parliament but also visits by the Outreach Team to schools and meetings throughout the UK. This feedback constituted 22% of the feedback received and 42% of the compliments received.

Feedback relating to the Chamber and Committees team continued to increase in this quarter and constituted 14% of the feedback received. The feedback covered a wide range of issues from coverage on Parliament TV, problems encountered with the Petitions website as a result of the Revoke Article 50 petition and a number of questions about select committee inquiries.

The Accommodation and Events Teams received a number of compliments about the helpfulness of their staff; particularly members of the Service Delivery Team who facilitate the meeting room arrangements.

The Security Team received 10 pieces of feedback compared to 7 cases in the last quarter and this included positive feedback about the helpfulness of security officers and the pass office as well as a complaint about loud protests outside Parliament.

Feedback about Digital Services included a compliment about the improvements in the new beta version of the Parliament website for those using the site on mobile devices and those with visual impairment. Problems were reported with sending emails to Parliament and difficulty using a number of services such as the Health and Safety reporting system and the Commons Votes facility. In almost all cases, information was provided to resolve the issues experienced.

The Library and Research and Information teams received 7 feedback cases in this quarter compared to the 2 or 3 cases they have received in previous quarters. Questions were received about the data protection policy and about inaccuracies on website pages relating to Parliamentary history. Compliments were received about a tour of the Library and the Briefing Updates and Research Alerts services.

The feedback classed as miscellaneous included comments about problems experienced with the telephone switchboard and praise for a new contact numbers card produced for Members' Offices.

The next publication of data is planned for November 2019.