

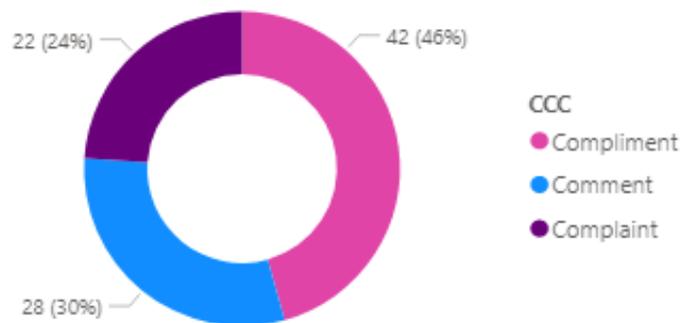
Compliments, Complaints and Comments Background October 2021 to December 2021

The House of Commons Customer Team operates a compliments, complaints and comments (CCC) scheme. When it was developed, an undertaking was given to publish a summary of the feedback data, and this has taken place on a quarterly basis since May 2018. The sixteenth publication covers the period from October 2021 to December 2021. In this period, the Customer Team received 164 pieces of feedback of which 92 were covered by the CCC policy and 71 were not. In the same period last year, there were 61 CCC cases so that the volume of CCC cases has increased by 51% 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. 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 Member of Parliament or relevant Government department.

Of the 92 pieces of feedback covered by the CCC policy, the breakdown by type of feedback was as follows:

Compliments, Complaints and Comments Breakdown

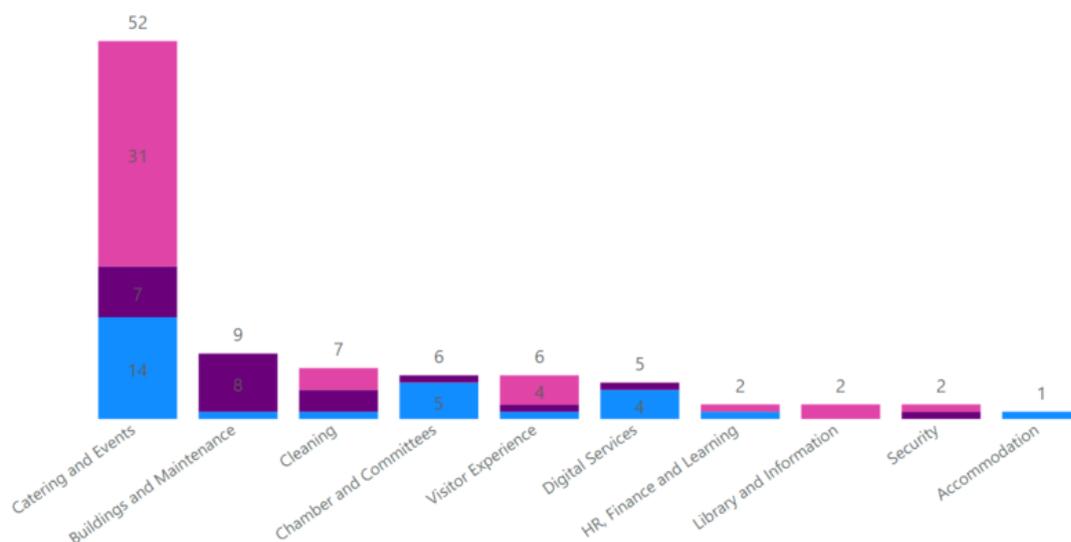


A higher proportion of compliments were received compared to the previous quarter and fewer complaints and comments.

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

CCC Cases by Service Area

CCC ● Comment ● Complaint ● Compliment



57% of the feedback received related to Catering and 60% of the Catering feedback consisted of compliments. The Events Team received 16 compliments for the way that functions had been arranged and much of this feedback was effusive in its praise. 15 compliments were received for the food and service in the cafeterias with several individual dishes commended and the level of customer service appreciated. 7 complaints were received about catering including 2 about the small size of salads and the Halal food trial. Complaints also concerned cold food, incorrect items provided to an allergy sufferer and an object found in a dish (although this was found to be a planned ingredient). Comments included requests for additional items such as different egg options, stronger filter coffee and the removal of onions from a popular dish.

Although 8 complaints and 1 comment were logged under the Buildings and Maintenance category, most of these were routine requests for work to be completed. Further investigation was necessary to resolve the heating issues in an office and to repair a leak in a staff area which had been found difficult to resolve. Positive feedback was received about the trial of period products in the bathrooms. Praise was received for a particularly helpful and friendly member of the Cleaning Team and for the way the team looked after a kitchen area. Complaints included requests for routine cleaning but also feedback about a communal staircase where there were recurring issues.

5 comments and a complaint were received about the work of the select committees and the business of the House. A request was received for higher resolution broadcast of PMQ's on YouTube and for information on Parliamentary copyright. Feedback was received about difficulty locating documents on the Parliament website and personal information being published in error in select committee evidence. Feedback relating to Visitor Services included 4 compliments about visits to Parliament and particular praise for tour guides. Feedback was received about difficulty in joining on-line talks. The Digital Service received 1 complaint about spam filters blocking genuine emails and comments about website search functionality, an incorrect link, and a question about software. Compliments were received for excellent customer service from the Recruitment Team, the Library, the Security Team, and the Switchboard.

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