

## Compliments, Complaints and Comments Background October 2019 to December 2019

The House of Commons Customer Team has developed a compliments, complaints and comments scheme (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 eighth publication covers the period from October 2019 to December 2019. In this period, the Customer Team received 241 pieces of feedback of which 80 were covered by the CCC policy and 161 were not. 30 fewer CCC feedback cases were received compared to the previous publication period (27%). This was most likely due to the dissolution of Parliament on 6 November 2019 and the General Election on 12<sup>th</sup> December 2019. In the same period last year, there were 89 CCC feedback cases so that 10% fewer feedback cases were received compared to last year. Feedback was received via [feedback@parliament.uk](mailto: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 still received a response including alternative contact suggestions such as how to contact the local MP.

Of the 80 pieces of feedback covered by the CCC policy the breakdown by type of feedback was as follows:

Compliments 39 (48%)

Complaints 27 (34%)

Comments 14 (18%)

This represents an increase in compliments compared to the last quarter and a decrease in the number of complaints and comments.

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

Category	Compliment	Complaint	Comment	Total
Accommodation	1		1	2
Cleaning/Maintenance		2		2
Catering	3	1	1	5
Chamber/Committees		1	2	3
Digital Services	2	4	1	7
Education/ Outreach	14	1		15
HR/ Finance		3	2	5
Library/Information	2	2		4
Meetings/Events	4			4
Miscellaneous	1	1	2	4
Retail		1	1	2
Security	7	2	2	11
Visitor Experience	5	9	2	16
<b>Total</b>	<b>39</b>	<b>27</b>	<b>14</b>	<b>80</b>

Visitor Experience feedback constituted 20% of feedback and 56% of Visitor Experience feedback was classified as complaints. 9 complaints were received about a range of issues including the closure of St Stephens Hall which had been made necessary by maintenance work, problems with audio guides and delays in entering the building due to queues at the visitor entrance. 5 compliments were received about knowledgeable and engaging tour guides.

The Education and Outreach Team received 15 feedback cases, 14 of which were compliments about the delivery of Outreach sessions or appreciation for school visits to Parliament. Much of this feedback was effusive in its praise for staff and the benefits for pupils spending time in Parliament.

14% of feedback related to Security matters including 7 compliments for the Pass Office Vetting Team who generated more feedback by having a physical feedback box in their offices. Complaints were received about difficulties caused by road closures around Parliament and problems found with an item that had been removed from a visitor during a search.

The Parliamentary Digital Service received 7 pieces of feedback of which 4 were complaints. These included reports of difficulties setting up correct access for new joiners and engineers not arriving at pre-arranged times. Compliments were also received about the speed of response and the way new equipment was issued.

4 compliments were received for staff who supported meetings and events and ensured that these were successful. Less feedback was received for the Chamber and Committees team and the Library than usual, in part due to the lack of activity caused by the election period and the Christmas break.

The next publication of feedback data is planned for May 2020.