

Date Received	CCC	Category	Case Summary	Response Summary
May 2021	Comment	Catering and Events	Request for lighter evening food options in one of the cafeterias.	Feedback passed to the relevant team.
May 2021	Comment	Catering and Events	Positive feedback about the food in the catering outlets and question about whether there are plans to make Halal meals available.	A trial of Kosher and Halal ready meals is planned for later in the year.
May 2021	Comment	Catering and Events	Complaint about the continued use of disposable plates and cutlery in one of the cafeterias during the pandemic. Also a comment about double rather than single espressos being provided.	Feedback passed to the relevant team.
May 2021	Comment	Catering and Events	Request for more allergens to be displayed on menus and for additional dairy alternatives to be made available in the catering outlets.	Customers are encouraged to discuss allergens with the team as ingredients may vary daily. Lactose free milk is now available in some outlets.
May 2021	Comment	Catering and Events	Suggestion that fresh juices should be made available in the cafeterias instead of cartons.	Feedback passed to the relevant team.
June 2021	Comment	Catering and Events	Request for additional dairy alternatives to be made available in the catering outlets.	Feedback passed to the relevant team.
June 2021	Comment	Catering and Events	Feedback that portion size is getting smaller in the cafeterias.	Feedback passed to the relevant team.
June 2021	Complaint	Catering and Events	Complaint that a vegetarian dish in one of the cafeterias was too salty and of a poor consistency.	Feedback passed to the chefs and customers encouraged to discuss such problems at the time so that the dish can be replaced.
April 2021	Compliment	Catering and Events	Praise for a dish in one of the cafeterias.	Feedback passed to the relevant team.
June 2021	Comment	Chamber and Committees	Request for information about how a petition will be checked and when it would be active.	Information provided.
May 2021	Complaint	Chamber and Committees	Complaint about the reasons given by the Petitions Committee for rejecting a petition.	Further information provided and alternative petitions suggested.
June 2021	Complaint	Chamber and Committees	Feedback that coverage of a Select Committee meeting was only available in audio and was difficult to follow due to inconsistent volume and lack of visuals.	Social distancing presents particular challenges for audio in some committee rooms. A written transcript is available.
June 2021	Complaint	Cleaning	Request for an inspection of one of the bathrooms on the estate which has frequent issues with blocked toilets and full bins.	Issues resolved.
April 2021	Comment	Digital Services	Question about the location of a report on the Parliament website.	Information provided.
June 2021	Comment	Digital Services	Suggestion that content on the website should not only link to video clips but should also link to Hansard.	Feedback passed to the relevant team.
April 2021	Complaint	Digital Services	Feedback that the Find Your MP search function on the website is producing incorrect results for a particular postcode.	Feedback passed to the relevant team.
June 2021	Complaint	Digital Services	Concern that emails were not received by MP's offices.	The Parliamentary email service is working as intended. Not all accounts are set up to provide an automatic reply to every email.
June 2021	Complaint	Digital Services	Complaint that the search function on the Parliament website produces unhelpful results.	Work to enhance the website search function is planned for later in the year.
June 2021	Complaint	Digital Services	Feedback that changes to the legislation pages of the website have made it more difficult to find information on the progress of bills.	Feedback passed to the relevant team.
May 2021	Compliment	Digital Services	Praise for a member of the Digital Service who helped a House of Commons Team transition to new software.	Feedback passed to the individual concerned.
May 2021	Compliment	Education and Outreach	Praise for an enjoyable workshop arranged by the Education Service that was tailored to the school and that the local MP was able to attend.	Feedback passed to the relevant team.
April 2021	Compliment	HR, Finance and Learning	Thanks for a warm and professional recruitment experience.	Feedback passed to the individuals concerned.
April 2021	Comment	Library and Information	Question about the copyright arrangements for Select Committee material.	Information provided.
June 2021	Complaint	Library and Information	Complaint that the Freedom of Information Team had inaccurately treated a customer's name as a pseudonym.	Information provided.
April 2021	Compliment	Library and Information	Praise for the House of Commons Enquiry Service and the Parliamentary Archives who provided expert help and advice.	Feedback passed to the relevant team.
May 2021	Compliment	Library and Information	Thanks to a member of staff in the Library who provided a thorough and helpful response to an enquiry.	Feedback passed to the individual concerned.
April 2021	Compliment	Meetings and Reception Areas	Praise for the work of a member of the Service Delivery Team who dealt effectively with a potential security issue.	Feedback passed to the individual concerned.
May 2021	Compliment	Meetings and Reception Areas	Praise for a member of the Service Delivery Team who helped a member of staff book accommodation.	Feedback passed to the individual concerned.
April 2021	Complaint	Miscellaneous	Concern that some of the contents of an envelope sent via Royal Mail had gone missing.	The contents of the envelope were delivered in their entirety.
April 2021	Complaint	Miscellaneous	Complaint about a lack of response to correspondence.	Response provided.
April 2021	Compliment	Security	Appreciation for quick and helpful service from the Pass Office.	Feedback passed to the relevant team.
June 2021	Comment	Visitor Experience	Request to attend an online talk at an alternative time.	Information provided.
April 2021	Complaint	Visitor Experience	Feedback about difficulties joining an online talk about the Elizabeth Tower.	Information provided.

May 2021	Complaint	Visitor Experience	Feedback about difficulty joining an online tour of the Palace of Westminster.	Information provided.
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