

Date	Submission Type	Category	Case Summary	Response Summary
December 2018	Comment	Accommodation	Request for information about evacuation procedures for an individual with mobility issues.	Individual contacted with relevant information.
December 2018	Complaint	Accommodation	Feedback about problems experienced as a room was not fully accessible for guests.	The issue had been caused by a late room change due to Select Committee business taking precedence. Steps have been taken to minimise the movement of meetings from the committee rooms.
January 2019	Complaint	Accommodation	Feedback about difficulties in resolving service delivery issues.	Issues resolved
February 2019	Complaint	Accommodation	Complaint about the response provided when an item of property was lost.	Apology provided and item returned.
February 2019	Compliment	Accommodation	Positive feedback for a member of staff who helped a customer contact an MP.	Feedback passed to the individual concerned.
February 2019	Compliment	Accommodation	Thanks for the way a member of staff helped with the reorganisation of a work area.	Feedback passed to the relevant team.
February 2019	Compliment	Accommodation	Positive feedback for staff who helped with an office move.	Feedback passed to the individuals concerned.
February 2019	Comment	Catering	Feedback about difficulties finding a table in a busy catering area at lunch time.	Staff have been asked to monitor the situation and to release as many tables for use as possible.
February 2019	Compliment	Catering	Positive feedback for helpful catering staff.	Feedback passed to the relevant team.
December 2018	Comment	Chamber and Committees	Feedback about problems experienced with the video replay function on Parliament TV.	Feedback passed to the relevant team who are seeking to rectify the issues.
December 2018	Comment	Chamber and Committees	Feedback about difficulties watching live Parliament TV.	Issue resolved.
January 2019	Comment	Chamber and Committees	Feedback about difficulties experienced using the index on Parliament TV	Feedback passed to the relevant team who are seeking to rectify the issues.
January 2019	Comment	Chamber and Committees	Feedback about missing numbering on the order paper.	Issue resolved
January 2019	Comment	Chamber and Committees	Request for an individual's name to be removed from a petition.	Request actioned.
January 2019	Complaint	Chamber and Committees	Feedback about the way that Hansard debates appear online and difficulties experienced in viewing voting information and in printing debates.	Advice and alternative web pages suggested.
January 2019	Compliment	Chamber and Committees	Positive feedback about the high quality of Parliamentary broadcasting and the clarity of the sound.	Feedback passed to the relevant team.
January 2019	Compliment	Chamber and Committees	Positive feedback about assistance provided by a member of staff regarding amendments to a bill.	Feedback passed to the individual concerned.
January 2019	Compliment	Chamber and Committees	Positive feedback about the communications received as a result of signing an e-petition and thanks for the links to the debate on the issue.	Feedback passed to the relevant team.
February 2019	Comment	Chamber and Committees	Question about why Hansard does not record the names of those that object to bills on the floor of the House.	Information provided.
February 2019	Comment	Chamber and Committees	A question about how to contact parliamentary committees.	Information provided.

February 2019	Comment	Chamber and Committees	Request for information about which MPs do not take part in a vote.	Information provided.
February 2019	Complaint	Chamber and Committees	Complaint about a select committee's choice of inquiry.	The decision about which inquiries to conduct is for the committee to make .
December 2018	Complaint	Cleaning	Feedback about a bin not being emptied regularly.	Issue resolved and frequency increased.
January 2019	Comment	Cleaning	Request for cleaning.	Issue resolved.
February 2019	Comment	Cleaning	Request for new bins in a public area.	Request actioned.
February 2019	Comment	Cleaning	Request for improved cleaning in a public area.	Request actioned.
February 2019	Complaint	Cleaning	Request for additional waste bins.	Request actioned.
February 2019	Complaint	Cleaning	Feedback about lack of regular checks on one of the toilets.	Issue resolved.
December 2018	Comment	Digital Services	Feedback about a spelling mistake on a committee website page.	Issue resolved.
December 2018	Complaint	Digital Services	Feedback about the lack of reply to two emails sent via Parliament's general email form and difficulties in finding MPs' email addresses.	The emails had been identified as spam but have since been released. Contact details for MPs' provided.
January 2019	Comment	Digital Services	Feedback about multiple emails being received via the subscription service.	Issue resolved
January 2019	Compliment	Digital Services	Thanks for the online coverage of activity in the House.	Feedback passed to the relevant team.
February 2019	Comment	Digital Services	Feedback regarding incorrect details about a historical event on the Parliament website.	Issue resolved.
February 2019	Compliment	Digital Services	Positive feedback for the new online register of interests form.	Feedback passed to the relevant team.
February 2019	Compliment	Education and Outreach	Positive feedback about a school visit to Parliament and the way in which the guides captured the imagination of the children.	Feedback passed to the relevant team.
December 2018	Complaint	HR	Complaint about the way an HR issue had been dealt with.	Guidance and support options provided.
February 2019	Comment	HR	Request for improved communications and equal treatment with regard to flexible working and leave arrangements.	The House is committed to flexible working and equitable leave arrangements. The individual was encouraged to speak to their line manager.
January 2019	Comment	Information	Question about whether an FOI query had been received and about the role of the Parliamentary Commissioner for Standards.	The queries had been received. Information about the Parliamentary Commissioner for Standards provided.
January 2019	Complaint	Information	Question about whether an FOI query had been received.	The queries had been received but the customer had previously been advised that they may not receive a reply due to the large number of similar queries submitted in the last three years.
February 2019	Comment	Maintenance	Feedback about a shower not being operational.	Feedback passed to the relevant team.
December 2018	Comment	Meetings and Events	Feedback about the way that communication could have been improved both before and during an event.	Customer thanked for their helpful feedback.

December 2018	Comment	Meetings and Events	Feedback seeking clarity about committee room booking policy.	Feedback passed to the relevant team.
December 2018	Complaint	Meetings and Events	Feedback about delays in the arrival of stewards to assist disabled guests to leave an event.	Managers will ensure that all staff have up to date training and relevant contact details in future.
January 2019	Comment	Meetings and Events	Question about whether it is possible to have jugs of water rather than bottled water in a committee room.	Jugs of water are made available whenever possible but in areas where there is not an adequate water supply bottles are provided.
February 2019	Complaint	Meetings and Events	Complaint about being asked to leave an event.	A large number of visitors had arrived who were not on the invite list and the capacity of the room had been exceeded.
February 2019	Compliment	Meetings and Events	Positive feedback for the way an event was organised and a room configured.	Feedback passed to the individuals concerned.
February 2019	Compliment	Meetings and Events	Praise for a member of staff and the way they helped a trainer run a course.	Feedback passed to the individual concerned.
February 2019	Compliment	Meetings and Events	Praise for members of the service delivery team who helped a member of staff before an interview.	Feedback passed to the individuals concerned.
February 2019	Complaint	Miscellaneous	Feedback about problems with the telephone system.	An intermittent fault had occurred but the issues were now resolved.
February 2019	Complaint	Miscellaneous	Feedback about difficulties encountered with the opening hours of the Travel Office.	Opening hours are due to change as a result of recent feedback.
December 2018	Compliment	Retail	Positive feedback about quick and efficient service from the online shop.	Feedback passed to the relevant team.
December 2018	Complaint	Security	Feedback about problems with queues and unhelpful staff when entering the building	Training issues identified which are being addressed.
December 2018	Complaint	Security	Complaint about the way that a security officer interacted with a visitor.	Feedback passed to the relevant team for action.
December 2018	Complaint	Security	Feedback about problems experienced when entering the building and a lack of professionalism shown by a security officer.	Feedback passed to the relevant team for action.
December 2018	Complaint	Security	Complaint about the behaviour of security staff who were overheard commenting on the behaviour of some protestors	Feedback passed to the relevant team for action.
January 2019	Complaint	Security	Feedback about the experience of a visitor when entering the estate and concerns about the actions of a member of the security team.	Feedback passed to the relevant team for action.
February 2019	Comment	Security	Question about when changes to staff passes will be made.	Information provided.
February 2019	Compliment	Security	Positive feedback for new access card readers at entrances.	Feedback passed to the relevant team.
December 2018	Complaint	Visitor Experience	Complaint about the way a tour guide spoke to a visitor during a tour.	Further training provided to the individual concerned.
December 2018	Compliment	Visitor Experience	Positive feedback for a member of the Visit Parliament Team who helped to resolve a problem with an online ticket purchase.	Feedback passed to the relevant team.
December 2018	Compliment	Visitor Experience	Praise for an enjoyable tour with an excellent guide and a positive experience of viewing House proceedings from the public gallery.	Feedback passed to the team concerned.
December 2018	Compliment	Visitor Experience	Positive feedback about an attentive and knowledgeable tour guide	Feedback passed to the relevant team for action.

<b>December 2018</b>	<b>Compliment</b>	Visitor Experience	Positive feedback about a tour guide who delivered an entertaining and informative tour.	Feedback passed to the individual concerned.
<b>December 2018</b>	<b>Compliment</b>	Visitor Experience	Positive feedback about a tour of Parliament and thanks for the Christmas Hamper that was won in a draw held by the Retail Team.	Feedback passed to the relevant team.
<b>January 2019</b>	<b>Comment</b>	Visitor Experience	Positive feedback for an enjoyable visit and tour. Suggestions as to how to improve the flow of visitors at busy times.	Feedback passed to the relevant teams.
<b>January 2019</b>	<b>Compliment</b>	Visitor Experience	Positive feedback for the way in which staff helped a visitor who had lost their bank card.	Feedback passed to the relevant teams.
<b>January 2019</b>	<b>Compliment</b>	Visitor Experience	Positive feedback for a tour guide who had provided an interesting and enjoyable tour.	Feedback passed to the individual concerned.
<b>January 2019</b>	<b>Compliment</b>	Visitor Experience	Positive feedback about the way a visit had been organised and for an excellent guided tour.	Feedback passed to the individuals concerned.
<b>February 2019</b>	<b>Complaint</b>	Visitor Experience	Feedback about difficulties a visitor experienced when trying to enter the building.	Further training provided to the individual and team concerned.
<b>February 2019</b>	<b>Compliment</b>	Visitor Experience	Positive feedback regarding a visit to an exhibition in Parliament and the helpfulness of staff.	Feedback passed to the relevant team.
<b>February 2019</b>	<b>Compliment</b>	Visitor Experience	Positive feedback about the friendliness and helpfulness of Doorkeepers when visiting the public gallery.	Feedback passed to the relevant team.
<b>February 2019</b>	<b>Compliment</b>	Visitor Experience	Positive feedback about a school visit and praise for the guides.	Feedback passed to the relevant team.
<b>February 2019</b>	<b>Comment</b>	Visitor Services	Feedback about difficulty printing tour tickets.	Issue resolved.
<b>February 2019</b>	<b>Compliment</b>	Visitor Services	Positive feedback about a tour guide and the way they engaged with the children in the group.	Feedback passed to the individual concerned.