

Date Received	CCC	Category	Case Summary	Response Summary
February 2021	Complaint	Accommodation	Complaint about the high specification of House of Commons stationery and concern that the envelope windows are not environmentally friendly.	Stationery is produced with FSC certified paper and is 100% recyclable; as are the window films.
January 2021	Complaint	Buildings and Maintenance	Complaint about the appearance of the green benches in the House of Commons Chamber.	Repairs are planned.
March 2021	Compliment	Catering and Events	Request for scrambled eggs to be made available in one of the cafeterias and question about when breakfast wraps may be available.	Feedback passed to the relevant team.
February 2021	Comment	Catering and Events	Positive feedback about engaging members of the Catering Team.	Request actioned and information provided.
January 2021	Comment	Chamber and Committees	Request for information about the way that a Select Committee meeting was organised.	Information provided.
January 2021	Comment	Chamber and Committees	Feedback that Hansard had attributed incorrect dates to debates online.	Issued resolved.
January 2021	Comment	Chamber and Committees	Feedback about Hansard attributing incorrect dates to debates.	Feedback passed to the relevant team.
February 2021	Compliment	Chamber and Committees	Appreciation for a response from the Treasury Select Committee and a request for further updates.	Feedback passed to the individual concerned.
March 2021	Complaint	Chamber and Committees	Praise for the high quality service provided by Parliament TV and suggestion that captions be added to include the debate and the speaker.	Feedback passed to the relevant team.
March 2021	Complaint	Chamber and Committees	Suggestion that Parliament TV should be available via a mobile app.	Further information provided.
January 2021	Complaint	Chamber and Committees	Complaint about the file format limitations when submitting written evidence to Select Committees.	The Petitions Committee offered to assist in creating an alternative petition.
January 2021	Complaint	Chamber and Committees	Complaint about the way the Environment, Food and Rural Affairs Committee responded to correspondence.	Select Committees are not able to take up individual cases. Alternative contacts suggested.
February 2021	Comment	Chamber and Committees	Complaint that a proposed petition was not accepted by the Petitions Committee.	Feedback passed to the relevant team.
February 2021	Complaint	Chamber and Committees	Complaint about the Housing, Communities and Local Government Committee not escalating a matter raised with them.	The complaint was fully investigated at the time.
March 2021	Comment	Chamber and Committees	Request for information about the complaints process as a previous complaint is not resolved.	Some Parliamentary proceedings will be subtitled within the next year.
March 2021	Complaint	Chamber and Committees	Complaint that evidence submitted to the Public Accounts Committee was not included in the final report.	Feedback passed to the relevant team.
March 2021	Comment	Chamber and Committees	Complaint that no response had been received to a petition submission.	Feedback passed to the relevant team.
January 2021	Complaint	Chamber and Committees	Appreciation for the quick response of a member of the Treasury Select Committee Team.	Apology provided for the delay which had been caused by a particularly high volume of petition submissions.
February 2021	Comment	Digital Services	Suggestions for improvements to Parliament's social media output such as live streams and notifications.	Information provided about content available via Parliament's YouTube channel.
February 2021	Comment	Digital Services	Feedback about errors on dates on the Parliament website.	Issues resolved.
February 2021	Complaint	Digital Services	Suggestion that a live chat function should be available for Parliament TV viewers.	The Digital Service confirmed that the emails had been received by Parliament.
February 2021	Complaint	Digital Services	Complaint that emails were not received by an MP's Office.	Feedback passed to the relevant team.
February 2021	Comment	Digital Services	Feedback that there is no easy way to report issues found with the Parliament website and report of problems with the display of the election results map.	Feedback passed to the relevant team.
March 2021	Complaint	Digital Services	Complaint that Parliament's What's On calendar is not working.	A new version of the What's On calendar will be available shortly. Missing information provided.
March 2021	Complaint	Digital Services	Feedback that changes to the What's On calendar are not user-friendly and have made finding information more complicated.	Feedback passed to the relevant team.
January 2021	Compliment	Education and Outreach	Praise for the Education Team who delivered an excellent virtual session about Parliament to students.	Feedback passed to the relevant team.
February 2021	Compliment	Education and Outreach	Praise for a virtual school workshop delivered by the Education Service.	Feedback passed to the relevant team.
February 2021	Compliment	Education and Outreach	Praise for a virtual school workshop delivered by the Education Service.	Feedback passed to the relevant team.
February 2021	Compliment	Education and Outreach	Praise for an online tour and interactive session organised by the Education Service.	Feedback passed to the relevant team.
February 2021	Complaint	HR, Finance and Learning	Complaint about the recruitment process for a recent job application and concern that the individual's previous experience was not fully taken into account.	Feedback passed to the relevant team.
February 2021	Complaint	Library and Information	Complaint that the Enquiry Service did not provide the information requested.	The House of Commons does not hold the information requested and so was not able to help in this matter. Alternative contacts suggested.

February 2021	Complaint	Library and Information	Complaint that a customer's correspondence had been described as offensive.	Explanation provided but the complaint was not upheld.
January 2021	Compliment	Security	Praise for helpful and high-quality service from a member of the Pass Office Team.	Feedback passed to the individual concerned.
January 2021	Compliment	Security	Thanks to the Pass Office Team who processed a high volume of pass applications efficiently.	Feedback passed to the relevant team.
February 2021	Compliment	Security	Thanks for outstanding service from the Pass Office.	Feedback passed to the relevant team.
March 2021	Complaint	Visitor Experience	Positive feedback about an online tour of the Palace of Westminster but problems encountered when attempting to use the retail discount code.	Feedback passed to the relevant team.
March 2021	Compliment	Visitor Experience	Positive feedback about an excellent Elizabeth Tower talk but difficulties found joining via Microsoft Teams.	Feedback passed to the individual concerned.
March 2021	Complaint	Visitor Experience	Feedback about a fascinating online talk but difficulties found with posting comments and inaccurate subtitles.	Feedback passed to the relevant team.
January 2021	Complaint	Visitor Experience	Feedback about difficulties joining an online guided tour of Parliament.	Information provided and tour rearranged.
February 2021	Complaint	Visitor Experience	Feedback about difficulties joining an online tour of the Palace of Westminster.	Feedback passed to the relevant team.
February 2021	Complaint	Visitor Experience	Feedback about difficulties joining an online tour of the Palace of Westminster.	Feedback passed to the relevant team.
March 2021	Comment	Visitor Experience	Feedback about difficulties joining the online Queer Histories talk.	Feedback passed to the relevant team and discount code provided.
February 2021	Comment	Visitor Experience	Complaint about difficulties joining the online Queer Histories talk.	Feedback passed to the relevant team.
March 2021	Comment	Visitor Experience	Feedback about difficulties joining an online tour of the Palace of Westminster.	Feedback passed to the relevant team.
March 2021	Complaint	Visitor Experience	Feedback about difficulties joining the online Trio of Trailblazers talk.	Feedback passed to the relevant team.
March 2021	Complaint	Visitor Experience	Feedback about difficulties joining the Trio of Trailblazers online talk and request for a recording.	Feedback passed to the relevant team.
January 2021	Complaint	Visitor Experience	Praise for an interesting online talk about the Elizabeth Tower.	Feedback passed to the relevant team.