

Date Received	CCC	Category	Case Summary	Response Summary
March 2022	Compliment	Accommodation	Praise for members of the Service Delivery Team who facilitated improvements to an office.	Feedback passed to the relevant team.
January 2022	Complaint	Buildings/Maintenance	Report of a faulty tap and radiator in a bathroom.	Issues resolved.
January 2022	Complaint	Buildings/Maintenance	Feedback about showers being out of use and request for an update on when work will be completed.	Issues resolved.
January 2022	Complaint	Buildings/Maintenance	Complaint about a broken tap.	Issues resolved.
February 2022	Complaint	Buildings/Maintenance	Report of a faulty tap and request for an update on an outstanding maintenance job.	Feedback passed to the relevant team.
February 2022	Complaint	Buildings/Maintenance	Complaint about the cleanliness of a toilet.	Issue resolved and signage replaced.
February 2022	Compliment	Buildings/Maintenance	Compliment for the Service Delivery staff members who helped with a swift office redecoration following a leak.	Feedback passed to the relevant team.
February 2022	Comment	Buildings/Maintenance	Suggestions for improvements to a staff area.	Issues resolved.
February 2022	Complaint	Buildings/Maintenance	Feedback about difficulty looking up the status of maintenance jobs.	Improvements are planned.
March 2022	Complaint	Buildings/Maintenance	Report of a missing toilet seat.	Issue resolved.
March 2022	Complaint	Buildings/Maintenance	Complaint about delays to the repair of a faulty tap.	Issue resolved.
January 2022	Compliment	Catering/Events	Compliment about a snack sold in one of the catering outlets and question about its availability.	The item is available.
January 2022	Compliment	Catering/Events	Appreciation for a dish served in one of the catering outlets.	Feedback passed to the relevant team.
January 2022	Compliment	Catering/Events	Praise for a dish served in one of the catering outlets.	Feedback passed to the relevant team.
January 2022	Compliment	Catering/Events	Appreciation for staff in one of the catering outlets.	Feedback passed to the relevant team.
January 2022	Comment	Catering/Events	Request for oat milk in the catering outlets.	Oat milk is now available in selected catering outlets.
January 2022	Comment	Catering/Events	Suggestion that oat milk should be available in catering outlets.	Oat milk is now available in selected catering outlets.
January 2022	Compliment	Catering/Events	Praise for a snack served in one of the outlets and request for the recipe.	Information provided.
January 2022	Comment	Catering/Events	Feedback about difficulty cancelling a catering booking.	Issues resolved.
January 2022	Comment	Catering/Events	Suggestion about including diabetic information on menus across the catering outlets.	This suggestion will be taken into consideration in future service improvements.
February 2022	Comment	Catering/Events	Comment about small portion sizes and a disappointing dish served in one of the catering outlets.	Feedback passed to the relevant team.
February 2022	Compliment	Catering/Events	Appreciation for a dish served in one of the catering outlets.	Feedback passed to the relevant team.
February 2022	Compliment	Catering/Events	Praise for the Events team who provided excellent customer service.	Feedback passed to the relevant team.
February 2022	Comment	Catering/Events	Appreciation for food served in the catering outlets and a suggestion for a new dish.	Feedback passed to the relevant team.
February 2022	Comment	Catering/Events	Request for an update on reopening one of the catering outlets.	Information provided.
February 2022	Compliment	Catering/Events	Appreciation for excellent food quality in one of the catering outlets.	Feedback passed to the relevant team.
February 2022	Compliment	Catering/Events	Praise for food quality and exceptional customer service in one of the catering outlets.	Feedback passed to the relevant team.
February 2022	Complaint	Catering/Events	Complaint about the American spelling of "whiskey" on a menu.	Issue resolved.
February 2022	Compliment	Catering/Events	Appreciation for a dish served in one of the catering outlets.	Feedback passed to the relevant team.
February 2022	Compliment	Catering/Events	Appreciation for a dish served in one of the catering outlets.	Feedback passed to the relevant team.
February 2022	Compliment	Catering/Events	Compliment about a successful event organised and run by the Events Team.	Feedback passed to the relevant team.
February 2022	Compliment	Catering/Events	Appreciation for the Events staff who helped plan two events.	Feedback passed to the relevant team.
February 2022	Compliment	Catering/Events	Compliment about excellent customer service and high-quality food served in one of the catering outlets.	Feedback passed to the relevant team.
March 2022	Complaint	Catering/Events	Complaint about small portion sizes in one of the catering outlets.	Feedback passed to the relevant team.
March 2022	Compliment	Catering/Events	Appreciation of food and service provided in one of the catering outlets.	Feedback passed to the relevant team.
March 2022	Complaint	Catering/Events	Comment noting small portion sizes and an incorrectly named dish in one of the catering outlets.	Feedback passed to the relevant team.
March 2022	Compliment	Catering/Events	Compliment about service and food served in one of the catering outlets.	Feedback passed to the relevant team.
March 2022	Comment	Catering/Events	Suggestion about using plates instead of bowls for selected dishes in one of the catering outlets.	Feedback passed to the relevant team.
March 2022	Compliment	Catering/Events	Compliment about a dish served in one of the catering outlets.	Feedback passed to the relevant team.
March 2022	Compliment	Catering/Events	Appreciation for a dish served in one of the catering outlets.	Feedback passed to the relevant team.
March 2022	Compliment	Catering/Events	Praise for the way the Events staff organised an event and made sure everything went smoothly on the day.	Feedback passed to the relevant team.
March 2022	Compliment	Catering/Events	Thanks for the Events staff for their exceptional help planning an event.	Feedback passed to the relevant team.
March 2022	Comment	Catering/Events	Comment about missing flowers and menus at the start of an event.	Feedback passed to the relevant team.
March 2022	Compliment	Catering/Events	Praise for a welcoming and friendly service and a popular dish served in the catering outlets.	Feedback passed to the relevant team.

January 2022	Complaint	Visitor Experience	Complaint about a broken link and issues with joining an online event.	Feedback passed to the relevant team.
February 2022	Compliment	Visitor Experience	Appreciation for a pleasant visit and a knowledgeable tour guide.	Feedback passed to the relevant team.
February 2022	Comment	Visitor Experience	Enquiry about rebooking a tour ticket.	Feedback passed to the relevant team.
February 2022	Compliment	Visitor Experience	Thanks for an interesting guided tour and a knowledgeable tour guide.	Feedback passed to the relevant team.
March 2022	Compliment	Visitor Experience	Positive comment about a guided tour and a knowledgeable tour guide.	Feedback passed to the relevant team.
March 2022	Compliment	Visitor Experience	Praise for an excellent tour experience.	Feedback passed to the relevant team.
March 2022	Compliment	Visitor Experience	Compliment about an excellent tour experience.	Feedback passed to the relevant team.
March 2022	Compliment	Visitor Experience	Praise for a tour guide who gave an interesting and detailed tour.	Feedback passed to the relevant team.
March 2022	Compliment	Visitor Experience	Appreciation for an excellent guided tour.	Feedback passed to the relevant team.
March 2022	Complaint	Visitor Experience	Complaint about difficulty joining an online event.	Feedback passed to the relevant team.
March 2022	Complaint	Visitor Experience	Complaint about difficulty joining an online event.	Feedback passed to the relevant team.
March 2022	Complaint	Visitor Experience	Complaint about difficulty joining an online event.	Feedback passed to the relevant team.
March 2022	Complaint	Visitor Experience	Complaint about difficulty joining an online event.	Feedback passed to the relevant team.
March 2022	Complaint	Visitor Experience	Complaint about difficulty joining an online event.	Feedback passed to the relevant team.
March 2022	Compliment	Visitor Experience	Compliment about an excellent guided tour experience.	Feedback passed to the relevant team.
March 2022	Comment	Visitor Experience	Praise for an informative and educational tour but disappointment that it had not been possible to enter the building before the scheduled time, despite poor weather conditions.	Feedback passed to the relevant team.
March 2022	Compliment	Visitor Experience	Compliment about a positive tour experience.	Feedback passed to the relevant team.
March 2022	Compliment	Visitor Experience	Compliment about a positive tour experience.	Feedback passed to the relevant team.