

Date Received	CCC	Category	Case Summary	Response Summary
September 2021	Comment	Accommodation	Request for collaborative meeting spaces in the Palace.	Plans are in development to address these issues in the longer term but there are practical constraints on what is currently possible.
September 2021	Complaint	Buildings and Maintenance	Report of a blocked toilet and a light not working.	Issues resolved.
August 2021	Compliment	Buildings and Maintenance	Appreciation of bathroom facilities.	Feedback passed to the relevant team.
July 2021	Comment	Catering and Events	Request for additional information such as calorie content on menus.	It is intended to provide more information in future, but some of the information requested would require daily input from a dietician which would not be practical.
July 2021	Comment	Catering and Events	Request for information about how food is defined as high, medium and low fat.	Information provided.
July 2021	Comment	Catering and Events	Question about why one of the catering venues does not have menus online.	Once the lunchtime menu is available in September it will be publicised on the intranet.
August 2021	Comment	Catering and Events	Disappointment that catering menus have not been available online during the recess.	Menus are available online at all times.
September 2021	Comment	Catering and Events	Request for a popular dish to be served on different days of the week.	As this is the most popular dish on the estate it is thought best to make it available on the busiest day of the week.
September 2021	Comment	Catering and Events	Praise for the staff and customer service in a new catering venue and suggestion that additional breakfast items be made available.	Feedback passed to the relevant team.
September 2021	Comment	Catering and Events	Request for the recipe for a popular item in one of the cafeterias.	Information provided.
September 2021	Comment	Catering and Events	A salad purchased from one of the cafeterias was enjoyable but missing advertised ingredients.	Apology provided and replacement offered.
September 2021	Comment	Catering and Events	Question about whether there are plans to reintroduce reusable cups in the catering outlets.	The use of reusable cups will return when covid measures on the estate are relaxed.
September 2021	Comment	Catering and Events	Praise for the service and food provided at a lunch event but feedback that the reduction in room capacity due to Covid was communicated at a very late stage.	Feedback passed to the relevant team.
September 2021	Comment	Catering and Events	Feedback that an ice-cream tub showed signs of having thawed and then re-frozen.	Feedback passed to the relevant team.
September 2021	Comment	Catering and Events	Request for oat milk to be made available in catering outlets.	Feedback passed to the relevant team.
July 2021	Complaint	Catering and Events	Complaint about the quality and portion size of breakfast items and slow service in one of the cafeterias.	Feedback passed to the relevant team.
September 2021	Complaint	Catering and Events	Complaint about a lack of flavour in a dish served in one of the cafeterias.	Due to unexpected demand, additional portions were prepared at late notice and were not marinated in the usual way. Apology provided and replacement meal offered.
September 2021	Complaint	Catering and Events	Complaint about a lack of flavour in a dish served in one of the cafeterias.	Due to unexpected demand, additional portions were prepared at late notice and were not marinated in the usual way. Apology provided and replacement meal offered.
September 2021	Complaint	Catering and Events	Question about why one of the coffee shops was closed in recess.	Fewer outlets are open in recess due to lower demand. Decisions as to which outlets remain open are under review.
July 2021	Compliment	Catering and Events	Praise for friendly baristas who always provide great service.	Feedback passed to the relevant team.
July 2021	Compliment	Catering and Events	Praise for delicious food in the Japan promotion and request for chopsticks and more Japanese food on the menu.	Feedback passed to the relevant team.
July 2021	Compliment	Catering and Events	Praise for excellent food and friendly staff in one of the cafeterias.	Feedback passed to the relevant team.

July 2021	Compliment	Catering and Events	Compliment for a member of catering staff who always provides friendly and cheerful service.	Feedback passed to the relevant team.
July 2021	Compliment	Catering and Events	Praise for a particular dish in one of the cafeterias.	Feedback passed to the relevant team.
August 2021	Compliment	Catering and Events	Praise for excellent service and teamwork in one of the coffee shops.	Feedback passed to the relevant team.
September 2021	Compliment	Catering and Events	Praise for the staff and catering offer in a new venue.	Feedback passed to the relevant team.
September 2021	Compliment	Catering and Events	Thanks to everyone involved in a wedding and reception. Praise for welcoming, helpful staff and delicious food.	Customer thanked and feedback passed to the teams concerned.
September 2021	Compliment	Catering and Events	Praise for the welcome staff provided in one of the buildings and appreciation for the catering facilities and staff.	Feedback passed to the relevant team.
September 2021	Compliment	Catering and Events	Praise for excellent, friendly service from the Catering Team.	Feedback passed to the relevant team.
September 2021	Compliment	Catering and Events	Praise for the Catering Team who organised an enjoyable event.	Feedback passed to the relevant team.
September 2021	Compliment	Catering and Events	Praise for the friendly staff and delicious coffee and food in a new catering outlet.	Feedback passed to the relevant team.
September 2021	Compliment	Catering and Events	Praise for the Banqueting Team who organised a successful event.	Feedback passed to the relevant team.
September 2021	Compliment	Catering and Events	Praise for a new catering venue with friendly staff and delicious food.	Feedback passed to the relevant team.
September 2021	Compliment	Catering and Events	Thanks for the way an event was organised with lovely food and exemplary service.	Feedback passed to the relevant team.
September 2021	Compliment	Catering and Events	Positive feedback for a new catering venue with friendly and helpful staff and delicious food.	Feedback passed to the relevant team.
August 2021	Comment	Chamber and Committees	Feedback about problems with the indexing of debates on Parliament TV.	Issues resolved.
July 2021	Complaint	Chamber and Committees	Concern that a petition had been rejected.	The Petitions Committee will only consider petitions that have been started on the UK Government and Parliament petitions website.
July 2021	Complaint	Chamber and Committees	Complaint that it had not been possible to participate in a select committee evidence session.	It is still possible to contribute evidence to the enquiry.
July 2021	Complaint	Chamber and Committees	Request for a reply to emails sent to the Treasury Committee.	Actioned.
July 2021	Complaint	Chamber and Committees	Complaint that the Public Accounts Committee had not acknowledged or published a submission made in December 2020.	The submission was made after the enquiry deadline but will be circulated to the members of the Committee.
September 2021	Complaint	Chamber and Committees	Request for a response to an email sent to the Public Administration and Constitutional Affairs Committee.	As the email was not directly addressed to the Committee it will not be possible to respond.
September 2021	Complaint	Chamber and Committees	Complaint that a petition was not selected for debate by the Petitions Committee.	Other subjects were prioritised as a debate was scheduled on this subject as recently as July 2021.
September 2021	Complaint	Chamber and Committees	Feedback that the new British Sign Language facility is distracting due to the arrangement of the screen.	The same content is available to watch without interpretation.
July 2021	Comment	Cleaning	Request for washing up liquid and sponges.	Actioned.
August 2021	Comment	Cleaning	Request for an additional bin in a bathroom.	Actioned.

July 2021	Complaint	Cleaning	Complaint that one of the cleaners hurries people out of the bathroom when they wish to clean.	Feedback passed to the individual concerned.
September 2021	Complaint	Cleaning	Feedback that no towels were available in one of the changing rooms.	Issues resolved.
September 2021	Complaint	Cleaning	Report of a bathroom not being cleaned.	The sink is stained and will be replaced. General cleaning standards in the area will be monitored.
July 2021	Compliment	Cleaning	Praise for the cleanliness of the toilets.	Feedback passed to the relevant team.
July 2021	Comment	Digital Services	Feedback that the House of Lords method of displaying amendments to bills is easier to navigate than the system used by the House of Commons. Suggestion that it would be helpful to be able to view votes in relation to bills. Praise for the accessibility and comprehensive nature of the UK Parliament website.	A programme of improvements is planned which incorporates such changes although the timescale for implementation is uncertain.
August 2021	Comment	Digital Services	Feedback about problems viewing the constituency map on the Parliament website.	Problems are experienced when traffic to the page reaches higher than usual levels. A solution is being investigated.
September 2021	Comment	Digital Services	Feedback about content relating to legislation varying in different areas of the website.	Feedback passed to the relevant team.
September 2021	Comment	Digital Services	Feedback about a grammatical mistake on one of the website pages.	Issues resolved.
September 2021	Comment	Digital Services	Feedback about difficulty browsing the list of current bills and request to return to the previous page layout.	The old system was unsupported so that a new format was necessary. Short-term workaround suggested until longer-term improvements can be implemented.
September 2021	Comment	Digital Services	Report of problems with a missing image on the website.	Issues resolved.
September 2021	Comment	Digital Services	Question about why comments are switched off on YouTube videos.	Comments are disabled as there is insufficient resource to moderate the volume of comments received.
July 2021	Complaint	Digital Services	Complaint about the limitations of the search function on the Parliament website.	Information provided about the advanced search functionality currently available. Further improvements are planned.
September 2021	Complaint	Digital Services	Complaint about an ineffective response from staff when reporting printing problems.	Incorrect information was provided by a new member of staff. Apology provided and issues resolved.
August 2021	Compliment	Digital Services	Thanks for the assistance of the Digital Service.	Feedback passed to the relevant team.
September 2021	Complaint	Library and Information	Feedback about a poor response to a request for usb charging points in a work area.	Possible options are under investigation.
July 2021	Complaint	Miscellaneous	Complaint that the switchboard failed to return to the customer when calls were not connected.	Staff have been reminded that messages should be taken in such circumstances.
August 2021	Compliment	Retail	Praise for fantastic service and lovely staff in the Houses of Parliament Shop.	Feedback passed to the relevant team.
July 2021	Compliment	Security	Thanks for cheerful and efficient service in the Pass Office.	Feedback passed to the relevant team.
July 2021	Compliment	Security	Thanks for quick service from the Pass Office.	Feedback passed to the relevant team.
August 2021	Comment	Visitor Experience	Feedback that social distancing measures had detracted from the visitor tour experience.	It had been necessary to change the visitor route for operational reasons not related to Covid.
August 2021	Comment	Visitor Experience	Feedback about a manager's inappropriate behaviour when addressing staff conduct in front of visitors.	Feedback passed to the relevant team.
August 2021	Comment	Visitor Experience	Request to change tour tickets to an alternative date.	Actioned.
August 2021	Complaint	Visitor Experience	Disappointment that a tour of Parliament was cancelled at short notice due to Covid and complaint about the way the cancellation was communicated.	The cancellation was highly regrettable but unavoidable on this occasion. Apology provided.

August 2021	Complaint	Visitor Experience	Complaint about difficulty experienced cancelling a tour of Parliament due to a Covid infection.	Issues resolved.
September 2021	Compliment	Visitor Experience	Praise for staff and the presentation of buildings.	Feedback passed to the relevant teams.
September 2021	Compliment	Visitor Experience	Praise for staff who helped ensure access, comfort and safety for a visitor.	Feedback passed to the relevant teams.