

Date Received	CCC	Category	Case Summary	Response Summary
Jul-19	Complaint	Buildings and Maintenance	Complaint about the smell of fumes in a committee room.	This had been caused by the Cast Iron Roof project. An extractor was installed to relieve the problem.
Jul-19	Complaint	Buildings and Maintenance	Feedback about a noisy air conditioning unit in a committee room.	Issue resolved.
Jul-19	Comment	Buildings and Maintenance	Problems experienced with ventilation in an office area.	Feedback passed to the relevant teams.
Aug-19	Complaint	Buildings and Maintenance	Complaint that chairs in a meeting and catering area make a scraping noise on the floor.	The plastic feet will be changed to address the issue.
Sep-19	Comment	Buildings and Maintenance	Request for additional recycling bins in a kitchen area.	Request actioned.
Jul-19	Complaint	Catering	Complaint about delays and poor service during afternoon tea.	Apology provided and an explanation of what had occurred on that day.
Aug-19	Compliment	Catering	Thanks to the catering team in [redacted] building who requested that a particular item be made available in this outlet and who always provide excellent customer service.	Feedback passed to the relevant team.
Aug-19	Complaint	Catering	Feedback about a disappointing afternoon tea.	Apology provided and an explanation of what had occurred on that day.
Sep-19	Compliment	Catering	Thanks for the way in which a breakfast meeting was organised.	Feedback passed to the relevant team.
Sep-19	Complaint	Catering	Complaint about customer service levels and the availability of items in the Jubilee Cafe.	Apology provided.
Jul-19	Complaint	Chamber and Committees	Complaint that a select committee would not take an idea forward.	Explanation provided.
Jul-19	Comment	Chamber and Committees	Concerns about the security of the e-petition system and the potential for individuals to add their name more than once.	Security measures are in place to ensure that duplication of signatures is not possible.
Jul-19	Comment	Chamber and Committees	Feedback about difficulties emailing a select committee.	Issues resolved.
Jul-19	Comment	Chamber and Committees	Feedback about an error in the name of a speaker in an online edition of Hansard.	Error rectified.
Aug-19	Complaint	Chamber and Committees	Feedback about problems experienced with the petitions website.	Issues resolved.
Sep-19	Complaint	Chamber and Committees	Complaint about the way in which a select committee oral evidence session was conducted.	The enquiry is ongoing and the customer encouraged to submit their own evidence.
Sep-19	Comment	Chamber and Committees	Request for additional search function on the Early Day Motion system.	Functionality exists and Information provided.
Sep-19	Comment	Chamber and Committees	Praise for Parliament TV and request for more information to be visible about the activity taking place.	A number of changes are planned for 2020 which should address these issues.
Sep-19	Comment	Chamber and Committees	Feedback about a select committee enquiry.	Feedback passed to the relevant team.
Jul-19	Complaint	Cleaning	Report of poor cleaning standards in a toilet area.	Issues resolved.
Aug-19	Complaint	Cleaning	Request for bins to be emptied.	Request actioned.
Jul-19	Complaint	Digital Service	Report of difficulties in emailing MPs' offices.	Issues resolved.
Jul-19	Complaint	Digital Services	Complaint that the Parliament website is not mobile friendly.	Feedback passed to the relevant team.
Jul-19	Complaint	Digital Services	Feedback about limitations of the search function on the Parliamentary beta website.	Feedback passed to the relevant team.
Aug-19	Complaint	Digital Services	Complaint about difficulties experienced with the feedback form.	Feedback passed to the relevant team.
Aug-19	Comment	Digital Services	Request for a change in contact information on a Parliament web page.	Request actioned.
Sep-19	Complaint	Digital Services	Complaint about a comment on a Parliament social media page.	Feedback passed to the relevant team.
Sep-19	Comment	Digital Services	Difficulty using the What's On feature on the Parliament website on a mobile device.	Feedback passed to the relevant team.
Sep-19	Comment	Digital Services	Feedback about an incorrect link to a bill on the Parliament website.	Link updated.
Jul-19	Compliment	Education and Outreach	Thanks for an enjoyable and beneficial visit to Parliament.	Feedback passed to the relevant team.
Jul-19	Compliment	Education and Outreach	Thanks for an interesting and enjoyable tour and workshop.	Feedback passed to the relevant team.
Jul-19	Compliment	Education and Outreach	Thanks for an enjoyable visit and workshop.	Feedback passed to the relevant team.
Jul-19	Compliment	Education and Outreach	Thanks for an enjoyable and interesting visit to Parliament and praise for the enthusiastic and informative staff.	Feedback passed to the relevant team.
Jul-19	Compliment	Education and Outreach	Thanks for an informative visit to Parliament and praise for the tour guide.	Feedback passed to the relevant team.
Jul-19	Compliment	Education and Outreach	Praise for a visit from the Outreach Team and the way they delivered an interactive and interesting session.	Feedback passed to the relevant team.
Jul-19	Complaint	Education and Outreach	Feedback about a disappointing education visit as it had not been possible to enter the Commons or Lords Chambers or to meet the MP.	It is not possible to visit all areas when Parliament is sitting and the sitting pattern is not always predictable. The MP had been invited but was not able to attend due to constituency commitments.
Aug-19	Compliment	Education and Outreach	Thanks to staff who kept the children engaged and ensured an enjoyable visit.	Feedback passed to the relevant team.
Aug-19	Compliment	Education and Outreach	Thanks for an informative and enjoyable visit to Parliament and praise for the staff and work of the Education Team.	Feedback passed to the relevant team.
Aug-19	Compliment	Education and Outreach	Thanks for an interesting tour of Parliament.	Feedback passed to the relevant team.
Aug-19	Compliment	Education and Outreach	Praise for a tour and an engaging and informative guide. Suggestion that more time be allowed for questions and that this format could be extended to hard to reach groups	Feedback passed to the relevant team.
Aug-19	Compliment	Education and Outreach	Thanks for the work of the Education Team.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Praise for the work of the Education Centre.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for a fascinating visit and tour of Parliament.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for an enjoyable and interesting tour of Parliament.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for the Home Education day and the way that everyone was made to feel welcome.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Appreciation for the Home Education sessions run by the Education team.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for the Home Education day hosted by Parliament.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for a tour of Parliament and for an outstanding tour guide.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for an enjoyable and inspiring tour of Parliament and praise for the staff who were knowledgeable, friendly and exceptionally welcoming.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Appreciation for the activities provided on Home Education day and thanks for a memorable day.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for an enjoyable and informative tour and a brilliant tour guide.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for an inspiring visit to Parliament and praise for the tour guide.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for a productive and enjoyable visit to Parliament and praise for the guide.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Praise for the way that questions were dealt with in an inspiring session delivered by the Outreach team.	Feedback passed to the relevant team.

Sep-19	Compliment	Education and Outreach	Thanks to the tour guide and workshop leader at the enjoyable Home School event.	Feedback passed to the relevant team.
Sep-19	Compliment	Education and Outreach	Thanks for an enjoyable and worthwhile tour of Parliament.	Feedback passed to the relevant team.
Sep-19	Complaint	Education and Outreach	Complaint that groups from a particular constituency visiting Parliament could not be scheduled to meet their MP around the same time.	Efforts will be made to accommodate this request in future.
Jul-19	Complaint	HR	Complaint about historical HR issues.	Advised that the Independent Complaints and Grievance Scheme is expected to be extended to historical cases in the Autumn of 2019.
Jul-19	Complaint	HR	Complaint that work on a learning and development initiative had been shelved without sufficient consultation or thought for the consequences.	The intention is to continue this work and consultation will take place shortly about the best way forward.
Jul-19	Comment	HR	Difficulty locating an HR document on the intranet.	Feedback passed to the relevant team.
Aug-19	Complaint	HR	Request for information regarding an unsuccessful job application.	Information provided.
Sep-19	Complaint	HR	Request for information about how to complain about a contractor.	Information provided.
Jul-19	Compliment	Library and Information	Thanks for a useful and informative Library Briefing Paper.	Feedback passed to the relevant team.
Jul-19	Compliment	Library and Information	Praise for the work of the Commons Library staff.	Feedback passed to the relevant team.
Jul-19	Comment	Library and Information	Question about how to access the Register of Members' Interests.	Information provided.
Jul-19	Comment	Library and Information	Feedback about an error in a research briefing webpage.	Error rectified.
Aug-19	Complaint	Library and Information	Feedback about incorrect spelling in a Research Briefing Paper.	Error rectified.
Sep-19	Comment	Library and Information	Request that All-Party Parliamentary Group membership should be added to Members' online profiles.	As the groups are informal and unofficial organisations the details are not included on an individual's page. Link to information about group membership provided.
Sep-19	Comment	Library and Information	Feedback about a page on the Parliament website which contained out of date information about the state of the parties.	Feedback passed to the relevant team.
Jul-19	Compliment	Meetings and Events	Praise for a member of the Service Delivery Team who demonstrates exceptional attention to detail and care in their work.	Feedback passed to the individual concerned.
Jul-19	Comment	Meetings and Events	Feedback about problems experienced with the online room booking system.	Issues resolved.
Sep-19	Complaint	Miscellaneous	Complaint about the way in which the request for a conference call was handled by the switchboard.	Further training will be provided and performance closely monitored.
Jul-19	Comment	Miscellaneous	Request for a shoulder patch from the Fire Team.	Feedback passed to the relevant team.
Aug-19	Complaint	Miscellaneous	Feedback about the way a call was handled by the switchboard and their complaint handling process.	Performance in these areas will be monitored and further training provided.
Aug-19	Complaint	Miscellaneous	Feedback about problems in contacting the FOI team via the switchboard.	Updated contact details will be made available to staff and performance in this area will be monitored.
Aug-19	Comment	Miscellaneous	Complaint about the use of plastic envelopes when mail is forwarded by Parliament.	Royal Mail have confirmed that the envelopes are recyclable. Alternatives to plastic mailers will be encouraged in the new contract.
Sep-19	Complaint	Miscellaneous	Complaint about difficulty in reaching the FOI team via the switchboard.	Contact details updated and direct numbers provided.
Sep-19	Comment	Miscellaneous	Feedback about the way in which information was provided by the switchboard when calls were diverted for them to answer.	Feedback passed to the relevant team.
Jul-19	Compliment	Retail	Praise for a member of the Retail Team and for the friendly way in which they helped a customer.	Feedback passed to the individual concerned.
Jul-19	Compliment	Security	Praise for a member of the Security Team whose positive attitude and helpful manner is greatly appreciated.	Feedback passed to the individual concerned.
Jul-19	Complaint	Security	Complaint about the way a visitor was spoken to by a member of the Security Team.	Feedback passed to the relevant team.
Sep-19	Complaint	Security	Complaint about the way that security screening took place when entering the building which was in contrast to a previous positive experience.	Feedback passed to the relevant team.
Sep-19	Comment	Security	Feedback about the time it took to re-enter a building following a fire alarm due to security checks.	Additional processes have been put in place to improve this situation in future.
Jul-19	Compliment	Visitor Experience	Praise for a tour guide who was particularly helpful to a visitor.	Feedback passed to the individual concerned.
Aug-19	Compliment	Visitor Experience	Praise for an excellent guided tour and an informative and friendly guide.	Feedback passed to the relevant team.
Aug-19	Comment	Visitor Experience	Complaint about the odour in the gift shop area.	Issue resolved.
Jul-19	Complaint	Visitor Experience	Feedback about a smell of sewage in the gift shop.	Issue resolved.
Jul-19	Complaint	Visitor Experience	Praise for an interesting and informative tour guide and complaint about a smell of sewage in the gift shop.	Feedback passed to the relevant teams.
Jul-19	Complaint	Visitor Experience	Feedback about a smell of sewage in the gift shop.	Issue resolved.
Jul-19	Complaint	Visitor Experience	Complaint about the smell of sewage in the gift shop and a suggestion that a box should be available for items it is not possible to consume at afternoon tea.	Feedback passed to the relevant teams.
Jul-19	Complaint	Visitor Experience	Complaint about the smell of sewage in the gift shop but praise for the helpfulness of the staff. Feedback that the afternoon tea was delicious but that service had been slow.	Feedback passed to the relevant teams.
Aug-19	Complaint	Visitor Experience	Complaint about the smell of sewage in the gift shop area.	Issue resolved.
Aug-19	Complaint	Visitor Experience	Feedback about delays at security causing a visitor to miss the start of their tour and subsequent difficulties trying to return to this part of the tour.	Delays had been caused by an unusually high number of events scheduled for a similar time. Further training will be provided for staff in responding to such situations.
Aug-19	Complaint	Visitor Experience	Praise for an excellent tour and guide but complaint about the smell of sewage in the gift shop area.	Feedback passed to the relevant team.
Aug-19	Comment	Visitor Experience	Question about how to obtain a guidebook that had been paid for but not collected.	Arrangements made.
Aug-19	Comment	Visitor Experience	Customer requested a response to feedback left via a visitor survey regarding the limited scope of the Peterloo exhibition.	It was not possible to offer a larger exhibition due to the range of different activities taking place in Westminster Hall.
Sep-19	Compliment	Visitor Experience	Praise for an excellent tour guide and thanks for a detailed and interesting tour.	Feedback passed to the relevant team.
Sep-19	Complaint	Visitor Experience	Complaint about the behaviour of staff when visitors had entered an area after viewing an exhibition.	The visitors were given unclear instructions but they had entered an area for which they did not have permission. The manner in which they were spoken to was inappropriate and further training will be provided to staff.
Sep-19	Complaint	Visitor Experience	Complaint about being asked to leave the public gallery due to a perceived breach of photography rules.	The Doorkeepers believed that the customer's phone had been operating in camera mode. Apology given that the incident had not been dealt with satisfactorily at the time. The rules and the related sanctions are due for review and this feedback will be kept in mind.
Sep-19	Complaint	Visitor Experience	Complaint about inappropriate humour used by a tour guide although the tour was informative and entertaining.	Feedback passed to the relevant team.
Sep-19	Comment	Visitor Experience	Disappointment that it had not been possible to take photographs during a tour.	Security concerns make this policy necessary. Links to photographs and video tours provided.
Sep-19	Comment	Visitor Experience	Request that a guidebook that was paid for but not collected be posted.	Request actioned.
Sep-19	Comment	Visitor Experience	Question about how to obtain a guidebook that had been paid for but not collected.	Information provided.
Sep-19	Comment	Visitor Experience	Feedback about an enjoyable visit to watch proceedings from the public gallery and praise for the Security and Visitor Services staff. Suggestion that screens should be available to show proceedings whilst waiting.	Feedback passed to the relevant teams. Following technical difficulties, screens have been reinstalled in Westminster Hall.

Jul-19	Compliment	Visitor Experience	Praise for helpful and knowledgeable staff from the Retail and Visitor Services teams.	Feedback passed to the individuals concerned.
Jul-19	Compliment	Visitor Experience	Praise for a tour guide.	Feedback passed to the individual concerned.
Jul-19	Complaint	Visitor Experience	Complaint that a member of the public had missed a meeting due to the length of time it had taken to enter the building.	Feedback passed to the relevant team.
Jul-19	Complaint	Visitor Experience	Complaint about a tour guide's communication skills.	Feedback passed to the relevant team.
Jul-19	Complaint	Visitor Experience	Complaint that adult visitors were given the children's audio guide in error.	Apology provided.
Jul-19	Complaint	Visitor Experience	Complaint about the way that access to the Commons public gallery was managed and the inappropriate behaviour of a member of staff.	Feedback passed to the relevant team.