

Date Received	Submission Type	Category	Case Summary	Response Summary
March 2019	Compliment	Accommodation	Praise for a member of the Service Delivery Team and the way that they carried out the reorganisation of an office.	Feedback passed to the relevant team.
March 2019	Complaint	Accommodation	Positive feedback about an enjoyable visit and complaint that a member of staff would not accept documents delivered by hand.	Security considerations make this policy necessary.
April 2019	Comment	Accommodation	Question about access rules.	Information provided.
May 2019	Complaint	Accommodation	Request that items be removed from a stairwell and landing.	Request actioned.
June 2019	Compliment	Accommodation	Positive feedback about the way a member of the Service Delivery Team dealt with the removal of abandoned bicycles.	Feedback passed to the relevant team.
June 2019	Compliment	Accommodation	Positive feedback for members of the Accommodation Team and the way they facilitated an event.	Feedback passed to the relevant team.
March 2019	Complaint	Buildings and Maintenance	Feedback about mice in a public area	Feedback passed to the relevant team for action.
May 2019	Complaint	Buildings and Maintenance	Complaint about Parliament's plans for a temporary Chamber during the Restoration and Renewal project.	Information provided.
May 2019	Complaint	Buildings and Maintenance	Feedback about the cold temperature in an office building.	Issue resolved.
May 2019	Comment	Buildings and Maintenance	Feedback about the volume of a fire alarm in an office area.	An investigation concluded that the noise level was acceptable and that the correct number of units were in place.
May 2019	Comment	Buildings and Maintenance	Suggestion that the House of Commons should adopt a circular debating chamber.	No response requested.
June 2019	Complaint	Buildings and Maintenance	Complaint about an outstanding maintenance case and lack of update on progress.	Issue resolved.
June 2019	Comment	Buildings and Maintenance	Feedback about broken blinds and the poor impression they create.	Repairs are scheduled for Summer 2019.
March 2019	Complaint	Catering	Complaint about damage to a customer's property when visiting.	Information provided.
March 2019	Comment	Catering	Question about the subsidy for Parliament's bars and restaurants and why MP's have access to alcohol in working hours.	The Catering venues serve 14 500 pass holders and many facilities are used for events. Net income figures were provided.
April 2019	Complaint	Catering	Complaint about early closing in a catering outlet and question about whether hours will be extended.	Information provided.
May 2019	Compliment	Catering	Positive feedback about a dish served in one of the catering outlets.	Feedback passed to the relevant team.
May 2019	Compliment	Catering	Praise for one of the dishes served in a catering outlet.	Feedback passed to the relevant team.
June 2019	Complaint	Catering	Complaint about the behaviour of staff in one of the catering areas.	Issues resolved.
March 2019	Compliment	Chamber and Committees	Positive feedback about staff who assisted a constituent with concerns about HS2 compulsory purchase powers.	Feedback passed to the relevant team.
March 2019	Comment	Chamber and Committees	Feedback about a select committee meeting discussing complex, underlying problems in the NHS and suggestion that waste of finances should be investigated by the Committee.	Contact details for the Public Accounts Committee provided.
May 2019	Compliment	Chamber and Committees	Positive feedback about an observation session hosted by Hansard.	Feedback passed to the relevant team.
May 2019	Complaint	Chamber and Committees	Complaint about the way information was provided by the staff of a select committee	The complaint was investigated and the correspondence found to be helpful and accurate.
May 2019	Comment	Chamber and Committees	Request for contact details for select committee staff.	Information provided.
May 2019	Comment	Chamber and Committees	Request for information about contributing to a select committee consultation that was taking place via facebook.	Other methods of contributing to the consultation were provided
May 2019	Comment	Chamber and Committees	Question about how to find the names of speakers in committee proceedings on Parliament TV.	Information provided.
June 2019	Complaint	Chamber and Committees	Complaint about information provided by staff of a select committee.	It was not possible to provide further information.
June 2019	Complaint	Chamber and Committees	Complaint that contributions to an online discussion were only possible via facebook.	Alternative methods of contributing suggested.
June 2019	Complaint	Chamber and Committees	Complaint about Parliament TV and difficulty viewing content.	Work is underway to re-design Parliament TV and changes should be implemented around Easter 2020.
June 2019	Complaint	Chamber and Committees	Complaint about not being able to hand deliver documents and question about why documents had been returned to sender.	Information provided.
June 2019	Comment	Chamber and Committees	Feedback about difficulties navigating Early Day Motions on the Parliament website following changes to the site.	Information provided about ways to access the required information in the new configuration.
March 2019	Compliment	Chamber and Committees	Positive feedback about Parliament TV coverage.	Feedback passed to the relevant team.
March 2019	Complaint	Chamber and Committees	Praise for the coverage on Parliament TV and concern about some of the language picked up by microphones.	Feedback passed to the relevant team.

March 2019	Complaint	Chamber and Committees	Request for contact details.	Information provided.
March 2019	Complaint	Chamber and Committees	Complaint about the petitions website being unavailable.	The rate of signing for the petition to revoke Article 50 was the highest the site has experienced causing the site to crash. Changes have been made to ensure the site remains stable to cope with the number of people not only signing but also viewing signature counts.
March 2019	Comment	Chamber and Committees	Feedback that the books on the table in the Commons Chamber should be placed in a vertical position rather than on their sides.	The books on the table are primarily decorative and not of particular significance. Art works in the Parliamentary collection suggest that books have been displayed in this way for many years. Parliament takes conservation seriously and precious books are either on permanent loan to the British Library or held in the Library or Archives.
March 2019	Comment	Chamber and Committees	Feedback about an incorrect link to select committee evidence on the website	Feedback passed to the relevant team for action.
March 2019	Comment	Chamber and Committees	Suggestion about ways to resolve problems with the petitions website.	Feedback passed to the relevant team.
March 2019	Comment	Chamber and Committees	Feedback about difficulties accessing the petitions section of the website.	Feedback passed to the relevant team.
April 2019	Complaint	Chamber and Committees	Request for a review of a complaint to a select committee.	The complaint was investigated but not upheld.
April 2019	Comment	Chamber and Committees	Request for contact details for a number of select committees and a question about whether information previously provided had been useful.	Information provided.
May 2019	Compliment	Cleaning	Positive feedback about a hard working and positive member of staff.	Feedback passed to the individual concerned.
March 2019	Compliment	Digital Services	Positive feedback about the new beta version of the Parliament website and the improvements made for users of mobile devices and people with visual impairment.	Feedback passed to the relevant team.
March 2019	Complaint	Digital Services	Complaint about recent changes to email alerts	Feedback passed to the relevant team.
March 2019	Comment	Digital Services	Feedback about difficulties experienced with the search function on the Parliament website.	Feedback passed to the relevant team.
March 2019	Comment	Digital Services	Positive feedback about the Commons Votes website and suggestions for improvements.	Feedback passed to the relevant team.
May 2019	Complaint	Digital Services	Complaint that an email address had been shared with an external company.	Confirmation provided that Parliament would not share personal data.
May 2019	Complaint	Digital Services	Complaint about comments on social media by a member of staff.	The matter was raised with the individual concerned.
May 2019	Complaint	Digital Services	Complaint about the need to agree to the use of cookies on the Parliament website.	The cookie consent banner is required under law.
May 2019	Comment	Digital Services	Suggestion for improvements to the Commons Votes facility so that it shows abstentions more clearly.	Feedback passed to the relevant team.
June 2019	Complaint	Digital Services	Feedback about difficulties experienced with the Health and Safety reporting system.	Issues resolved.
June 2019	Comment	Digital Services	Feedback about difficulties emailing Parliament.	Information provided.
June 2019	Comment	Digital Services	Feedback about problems experienced when sending emails to Parliament.	Information provided.
March 2019	Compliment	Education and Outreach	Positive feedback about an education outreach visit to a school.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an education workshop.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about a session run by the Education Team.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an education tour and session and praise for the knowledgeable and helpful staff.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an outreach session.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback from a school about an enjoyable and informative visit.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Praise for an event run by the Outreach Team and thanks for the easy to read Brexit material.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an event delivered by the Outreach Team.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an outreach event.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an event delivered by the Outreach Team.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an event hosted by the Education Team.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about the travel subsidy which will enable school children to visit Parliament.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an outreach event.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about a school assembly and workshop.	Feedback passed to the relevant team.

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March 2019	Compliment	Education and Outreach	Positive feedback about a school outreach event	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an education session.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about an Education Service online game.	Feedback passed to the relevant team.
March 2019	Compliment	Education and Outreach	Positive feedback about a school visit to the Education Centre	Feedback passed to the relevant team.
April 2019	Compliment	Education and Outreach	Positive feedback about a school visit to Parliament and appreciation for the guides and staff.	Feedback passed to the relevant team.
April 2019	Compliment	Education and Outreach	Positive feedback about a school visit.	Feedback passed to the relevant team.
April 2019	Compliment	Education and Outreach	Positive feedback about an outreach event.	Feedback passed to the relevant team.
April 2019	Compliment	Education and Outreach	Praise for the way a member of the Education Team provided an excellent tour.	Feedback passed to the relevant team.
April 2019	Compliment	Education and Outreach	Praise for the work of the Education Team.	Feedback passed to the relevant team.
May 2019	Compliment	Education and Outreach	Positive feedback about a school visit.	Feedback passed to the relevant team.
May 2019	Compliment	Education and Outreach	Positive feedback about a school visit.	Feedback passed to the individual concerned.
May 2019	Compliment	Education and Outreach	Positive feedback about a talk to sixth form students by the Outreach Team.	Feedback passed to the relevant team.
May 2019	Compliment	Education and Outreach	Positive feedback about a Parliament Week event and how much the group enjoyed the participation of their local MP.	Feedback passed to the relevant team.
May 2019	Compliment	Education and Outreach	Positive feedback about an enjoyable school visit.	Feedback passed to the relevant team.
May 2019	Compliment	Education and Outreach	Positive feedback about a visit to Parliament by a group of Guides.	Feedback passed to the relevant team.
June 2019	Compliment	Education and Outreach	Positive feedback about a school visit.	Feedback passed to the relevant team.
June 2019	Compliment	Education and Outreach	Positive feedback about a school visit and an excellent tour guide.	Feedback passed to the relevant team.
June 2019	Compliment	Education and Outreach	Positive feedback about a school visit and workshop.	Feedback passed to the relevant team.
June 2019	Compliment	Education and Outreach	Positive feedback for members of the Education Team who had delivered a schools workshop.	Feedback passed to the relevant team.
June 2019	Compliment	Education and Outreach	Positive feedback about a school workshop and tour.	Feedback passed to the relevant team.
June 2019	Compliment	Education and Outreach	Positive feedback about an enjoyable school visit and workshop.	Feedback passed to the relevant team.
April 2019	Complaint	Finance	Complaint that an invoice had not been paid.	It is not possible to pay for services before they are delivered.
June 2019	Compliment	HR	Positive feedback about the new process for renewal of travel season tickets.	Feedback passed to the relevant team.
June 2019	Complaint	HR	Complaint about comments made on social media by an individual who was thought to be an employee.	The individual does not work for Parliament.
June 2019	Comment	HR	Question about why an individual was not selected for interview.	Information provided.
March 2019	Comment	Library and Information	Question about presentation of petitions.	Information provided.
April 2019	Complaint	Library and Information	Complaint about the way that the Enquiry Service responded to questions about the rules governing the conduct of MPs.	The information provided was correct but some questions asked did not fall under the remit of the Enquiry Service. Alternative contact details were provided.
June 2019	Compliment	Library and Information	Positive feedback about the high quality Research Alerts service from the Library.	Feedback passed to the relevant team.
June 2019	Compliment	Library and Information	Positive feedback about an impressive Library tour and praise for the detailed and clear Briefing Updates service.	Feedback passed to the relevant team.
June 2019	Complaint	Library and Information	Request for a copy of the data protection policy and concern that personal information had been shared.	Information provided.
June 2019	Comment	Library and Information	Question about presenting a petition.	Information provided.
June 2019	Comment	Library and Information	Feedback about inaccuracies on pages of the Parliament website relating to Parliamentary history.	Feedback passed to the relevant team.
March 2019	Compliment	Meetings and Events	Praise for members of the Service Delivery Team and the way in which they helped visitors to attend an event.	Feedback passed to the relevant team.

March 2019	Compliment	Meetings and Events	Positive feedback for a member of the Service Delivery Team and the way that they helped with an event.	Feedback passed to the individual concerned.
April 2019	Compliment	Meetings and Events	Praise for the way an event was organised by a number of teams.	Feedback passed to the relevant teams.
April 2019	Compliment	Meetings and Events	Positive feedback about a member of the Service Delivery Team and the way they helped a trainer prepare for a series of training sessions	Feedback passed to the individual concerned.
May 2019	Compliment	Meetings and Events	Compliment for a member of the Service Delivery Team and the way that they assisted a trainer with the delivery of a series of training sessions.	Feedback passed to the individual concerned.
May 2019	Compliment	Meetings and Events	Positive feedback about the way that staff helped to book rooms for meetings and deal with requests for equipment.	Feedback passed to the relevant team.
May 2019	Compliment	Meetings and Events	Praise for staff who helped to organise an event.	Feedback passed to the relevant team.
June 2019	Compliment	Meetings and Events	Positive feedback about excellent service from the Service Delivery Team.	Feedback passed to the relevant team.
June 2019	Compliment	Meetings and Events	Positive feedback about the Service Delivery Team and the way that AV equipment was set up for a meeting.	Feedback passed to the relevant team.
April 2019	Complaint	Miscellaneous	Complaint that the phone option for provision of feedback is not well advertised.	Communications will be reviewed.
May 2019	Compliment	Miscellaneous	Positive feedback about the House services contact card.	Feedback passed to the relevant team.
May 2019	Compliment	Miscellaneous	Positive feedback about the new House services contact card.	Feedback passed to the relevant team.
May 2019	Compliment	Miscellaneous	Positive feedback about the new contact numbers card.	Feedback passed to the relevant team.
May 2019	Compliment	Miscellaneous	Positive feedback about the staff in the gym and their positive and helpful approach.	Feedback passed to the relevant team.
May 2019	Comment	Miscellaneous	Suggestions about ways to provide organisational information for new members of staff.	Feedback passed to the relevant teams.
May 2019	Comment	Miscellaneous	Question about the activities of a demonstrator outside Parliament.	The House of Commons does not have jurisdiction over the area outside and so is not able to comment.
June 2019	Complaint	Miscellaneous	Complaint about the response from the switchboard when dealing with a customer with special needs.	Additional training will be made available to staff and measures put in place.
March 2019	Compliment	Security	Positive feedback about the Pass Office Team and the way that they dealt with a significant number of pass applications at once.	Feedback passed to the relevant team.
March 2019	Compliment	Security	Positive feedback about the Pass Office Team and their well informed and reassuring approach.	Feedback passed to the relevant team.
March 2019	Complaint	Security	Complaint about delays experienced with a security pass application and concern that the application had been mislaid.	The application was being processed
March 2019	Complaint	Security	Complaint about the way that a member of staff had spoken to a visitor about photography rules.	Feedback passed to the relevant team.
March 2019	Complaint	Security	Complaint about a protester using a loud hailer outside Parliament.	Use of this type of loud hailer is not an offence.
March 2019	Comment	Security	Feedback about the way security messages are presented on screens.	Capitalisation was removed and word count reduced to make messages clearer.
March 2019	Comment	Security	Question about variations in contracts.	Work is planned in this area.
May 2019	Comment	Security	Suggestion about the way that the security pass renewal form could be improved.	Feedback passed to the relevant team.
June 2019	Compliment	Security	Positive feedback about friendly and welcoming Security staff.	Feedback passed to the relevant team.
March 2019	Complaint	Security	Complaint that a watch was damaged at a security search point.	CCTV recorded that the watch had fallen to the floor when the customer retrieved their items from the search lane.
March 2019	Compliment	Visitor Experience	Positive feedback about a helpful and knowledgeable tour guide	Feedback passed to the individual concerned.
March 2019	Compliment	Visitor Experience	Positive feedback about an informative and enjoyable tour of Parliament and praise for the guide.	Feedback passed to the relevant team.
March 2019	Comment	Visitor Experience	Praise for an audio tour of Parliament and suggestions as to how the visit could be improved.	Feedback passed to the relevant teams.
April 2019	Compliment	Visitor Experience	Positive feedback about a tour and afternoon tea and praise for the guide.	Feedback passed to the relevant teams.
April 2019	Compliment	Visitor Experience	Positive feedback about a tour of Parliament and the knowledgeable and enthusiastic guide.	Feedback passed to the relevant team.
April 2019	Compliment	Visitor Experience	Positive feedback about a professional and enjoyable tour.	Feedback passed to the relevant team.
April 2019	Compliment	Visitor Experience	Positive feedback about a number of staff who all contributed to an enjoyable visit.	Feedback passed to the relevant team.
April 2019	Compliment	Visitor Experience	Positive feedback about an enjoyable tour and a knowledgeable guide	Feedback passed to the relevant team.

April 2019	Compliment	Visitor Experience	Positive feedback for a security officer and the way they had imparted information about the building when asked.	Feedback passed to the relevant team.
April 2019	Compliment	Visitor Experience	Positive feedback about an interesting tour.	Feedback passed to the relevant team.
April 2019	Complaint	Visitor Experience	Complaint about the behaviour of a member of staff.	Complaint investigated and further training provided.
April 2019	Complaint	Visitor Experience	Disappointment with a tour due to the closure of the Commons Chamber.	The Commons Chamber was unexpectedly closed due to a leak. Visitors were able to re-enter at midday.
April 2019	Comment	Visitor Experience	Positive feedback about the combined Parliament and Commons Library tour and suggestions for improvement.	Feedback passed to the relevant team.
April 2019	Comment	Visitor Experience	Positive feedback about a tour and suggestions for improvements to the organisation of admission to the public gallery.	Feedback passed to the relevant team.
April 2019	Comment	Visitor Experience	Positive feedback about a tour and complaint about the way a public gallery rule was enforced by a member of staff.	Feedback passed to the relevant team who will include the lessons learned in future training.
May 2019	Compliment	Visitor Experience	Praise for an enjoyable tour of Parliament and an outstanding guide.	Feedback passed to the individual concerned.
May 2019	Compliment	Visitor Experience	Positive feedback about a visit to Parliament and a knowledgeable and friendly guide.	Feedback passed to the relevant team.
May 2019	Compliment	Visitor Experience	Positive feedback about a tour of Parliament and praise for the knowledgeable and interesting tour guide.	Feedback passed to the relevant team.
May 2019	Compliment	Visitor Experience	Positive feedback about a knowledgeable and enthusiastic tour guide.	Feedback passed to the individual concerned.
May 2019	Compliment	Visitor Experience	Positive feedback about an excellent and informative tour.	Feedback passed to the relevant team.
May 2019	Compliment	Visitor Experience	Positive feedback about an Elizabeth Tower talk.	Feedback passed to the relevant team.
May 2019	Compliment	Visitor Experience	Positive feedback about a tour of Parliament and an engaging and interesting guide.	Feedback passed to the relevant team.
May 2019	Comment	Visitor Experience	Positive feedback about a tour of Parliament and disappointment that an expected item was not available in the gift shop.	Alternative products suggested via the online shop.
June 2019	Compliment	Visitor Experience	Praise for a tour guide and an enjoyable tour.	Feedback passed to the relevant team.
June 2019	Compliment	Visitor Experience	Positive feedback about a school visit and the way that the tour was tailored for the school by an excellent guide.	Feedback passed to the relevant team.
June 2019	Compliment	Visitor Experience	Positive feedback about an enjoyable school visit and an enthusiastic and caring guide.	Feedback passed to the relevant team.
June 2019	Compliment	Visitor Experience	Positive feedback about a school visit and an informative and enthusiastic guide.	Feedback passed to the relevant team.
June 2019	Compliment	Visitor Experience	Positive feedback about an enjoyable audio tour of Parliament and appreciation for the shop and the gift range.	Feedback passed to the relevant team.
June 2019	Comment	Visitor Experience	Following difficulties experienced entering Parliament, suggestion that staff should visit the Supreme Court.	Feedback passed to the relevant team.
June 2019	Comment	Visitor Experience	Question regarding tour tickets.	Information provided.
June 2019	Comment	Visitor Experience	Feedback about delays in entering Parliament and long queues in hot weather.	Feedback passed to the relevant team.
June 2019	Comment	Visitor Experience	Feedback about incorrect information about Parliament on Google maps.	Feedback passed to the relevant team.
June 2019	Comment	Visitor Experience	Positive feedback about a school visit to Parliament and request for assistance with items left behind.	Feedback passed to the relevant team.