

Date Received	CCC	Category	Case Summary	Response Summary
November 2021	Comment	Accommodation	Question about access to a changing area.	Information provided.
October 2021	Complaint	Buildings and Maintenance	Complaint about a cold office and poor information about when the heating will be switched on.	Issues resolved and information provided.
October 2021	Complaint	Buildings and Maintenance	Complaint that a customer injured their arm when pushing their bike into a cycle store.	Plans are in place to change the door closing mechanism and to provide an alternative means of access.
November 2021	Complaint	Buildings and Maintenance	Report of a blocked toilet.	Issues resolved.
November 2021	Complaint	Buildings and Maintenance	Report of a power-assisted door not working.	Issues resolved.
November 2021	Complaint	Buildings and Maintenance	Feedback about difficulties resolving a leak in a staff area.	Issues resolved.
November 2021	Complaint	Buildings and Maintenance	Report of a tap not working in a bathroom.	Issues resolved.
November 2021	Complaint	Buildings and Maintenance	Complaint about the standard of maintenance in one of the bathrooms.	Issues resolved.
December 2021	Complaint	Buildings and Maintenance	Request for bins to be emptied and a broken tap to be repaired in a bathroom.	Issues resolved
December 2021	Comment	Buildings and Maintenance	Request for a sink plug in a kitchen area.	Request actioned.
October 2021	Compliment	Catering and Events	Positive feedback about friendly, professional service from the Events Team and good quality sound and visual equipment.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for the food and staff in one of the cafeterias.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for the food and service at an event.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for new Kosher meals in one of the cafeterias.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Thanks for excellent service at an awards event.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for attentive staff who are diligent about Covid protocols and prepare high quality food.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for the staff who organised a successful event.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Appreciation for the way an event was organised and for high quality food and service.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for a particular dish in one of the cafeterias.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for affordable, healthy and interesting food in the cafeterias.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for diligent and professional staff who ensured a successful event.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for the events team and the excellent service and support they provided.	Feedback passed to the relevant team.
October 2021	Compliment	Catering and Events	Praise for the service and choice in one of the cafeterias.	Feedback passed to the relevant team.
October 2021	Complaint	Catering and Events	Complaint that Catering staff did not provide soya milk as requested which triggered an allergic reaction.	Apology provided and procedures changed to prevent this occurring in future.
October 2021	Complaint	Catering and Events	Complaint that salads in the catering venues are getting smaller and are not value for money.	Each product has been carefully weighed and costed with value for money in mind. Feedback will be taken into account when working on future improvements.
October 2021	Complaint	Catering and Events	Complaint that salads are small and not value for money although they are delicious.	Each product has been carefully weighed and costed with value for money in mind.
October 2021	Complaint	Catering and Events	Complaint about the Halal food trial on animal rights grounds.	Feedback passed to the relevant team.
October 2021	Complaint	Catering and Events	Query about the Halal certification of the meals in the Kosher and Halal food trial.	Information provided.
October 2021	Comment	Catering and Events	Praise for pre-packaged soup but request for larger portions.	Feedback passed to the relevant team.
October 2021	Comment	Catering and Events	Comment that not all meat should be replaced by Kosher or Halal options following the current trial.	The Kosher and Halal options are additions to the range and not intended as replacements.
October 2021	Comment	Catering and Events	Request for boiled eggs to return to the breakfast menu.	Request actioned.
October 2021	Comment	Catering and Events	Concern that individually wrapped disposable cutlery sets are no longer provided given the rising number of Covid cases.	Feedback passed to the relevant team.
October 2021	Comment	Catering and Events	Request for stronger filter coffee in one of the cafeterias.	Request actioned.
October 2021	Comment	Catering and Events	Request for cream for scones in one of the cafeterias.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for an enjoyable event with excellent food and service.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for a particular dish in one of the cafeterias.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for a particular dish in one of the cafeterias and request for the recipe.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for a particular dish in one of the cafeterias.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for the coffee, lactose free milk and friendly staff in a coffee shop.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for a particular dish in one of the cafeterias.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Appreciation of a non-dairy option in one of the cafeterias.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for the vegan chocolate cake served in one of the cafeterias but concern that it is not currently available.	The supplier is experiencing stock shortages but the cake will be stocked as soon as possible.
November 2021	Compliment	Catering and Events	Praise for the way an annual dinner was organised.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for the organisation and food at an event.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for professional and patient staff who organised a successful event.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for the staff who organised a successful and memorable event.	Feedback passed to the relevant team.
November 2021	Compliment	Catering and Events	Praise for the staff who organised a successful event.	Feedback passed to the relevant team.
November 2021	Complaint	Catering and Events	Complaint that an object was found in a dish.	The item was found to be part of the dish.
November 2021	Comment	Catering and Events	Concern about potential cross contamination in the way that gluten free items are served.	Feedback passed to the relevant team.
November 2021	Comment	Catering and Events	Request for palm oil to be avoided in products and praise for the food and staff in one of the cafeterias.	Feedback passed to the relevant team.
November 2021	Comment	Catering and Events	Request for onions to be removed from a breakfast dish.	Request actioned.
November 2021	Comment	Catering and Events	Request for oatmilk to be made available in the catering outlets.	There are no plans to introduce additional non-dairy alternatives at the moment.
November 2021	Comment	Catering and Events	Question about when the vegan chocolate cake will return to catering outlets.	The supplier is experiencing stock shortages but the cake will be stocked as soon as possible.
December 2021	Compliment	Catering and Events	Praise for a particular dish in one of the cafeterias.	Feedback passed to the relevant team.
December 2021	Compliment	Catering and Events	Praise for the professionalism of staff who organised a successful event.	Feedback passed to the relevant team.
December 2021	Compliment	Catering and Events	Praise for helpful and efficient staff who organised an enjoyable event.	Feedback passed to the relevant team.
December 2021	Compliment	Catering and Events	Praise for excellent service, care and attention to detail from the Events Team.	Feedback passed to the relevant team.
December 2021	Compliment	Catering and Events	Thanks for excellent Christmas food in one of the cafeterias and friendly service.	Feedback passed to the relevant team.
December 2021	Complaint	Catering and Events	Comment that the food in one of the cafeterias is cold when served.	Feedback passed to the relevant team.
December 2021	Comment	Catering and Events	Request for greater variety in the salad bar in one of the cafeterias.	Feedback passed to the relevant team.
December 2021	Comment	Catering and Events	Request for oat milk to be made available in catering outlets.	The selection of dairy free alternatives is being reviewed and an update will be available in the New Year.

December 2021	Comment	Catering and Events	Request for poached eggs and English mustard in one of the cafeterias.	It is not possible to extend the poached egg offer but English mustard will be available again shortly.
October 2021	Complaint	Chamber and Committees	Feedback about difficulty searching for documents on the Parliament website.	Information provided and feedback passed to the team working on improvements to the website.
October 2021	Comment	Chamber and Committees	Request to unsubscribe from a select committee email service.	Request actioned.
November 2021	Comment	Chamber and Committees	Request for higher resolution broadcast of PMQs on YouTube.	The feed is provided in high resolution but it may be beneficial to watch via Parliament TV.
December 2021	Comment	Chamber and Committees	Request for a response to an email to a select committee.	Information provided.
December 2021	Comment	Chamber and Committees	Feedback about personal details being published in error in select committee evidence.	Issue resolved.
December 2021	Comment	Chamber and Committees	Request for information about Parliamentary copyright arrangements.	Information provided.
October 2021	Complaint	Cleaning	Complaint about the standard of cleaning on a staircase.	Immediate issues resolved and cleaning standards monitored.
October 2021	Complaint	Cleaning	Request for a bin to be emptied in a bathroom.	Request actioned.
November 2021	Compliment	Cleaning	Praise for a helpful and friendly member of the cleaning team.	Feedback passed to the individual concerned who was put forward for a STAR award.
November 2021	Compliment	Cleaning	Thanks for the provision of period products in one of the bathrooms.	Feedback passed to the relevant team.
December 2021	Compliment	Cleaning	Praise for the way the cleaning team look after a kitchen area.	Feedback passed to the relevant team.
December 2021	Complaint	Cleaning	Request for cleaning in a locker area.	Request actioned.
December 2021	Comment	Cleaning	Positive feedback for the period products trial and request for a wider range of items.	Feedback passed to the relevant team.
November 2021	Complaint	Digital Services	Feedback that spam filters are blocking genuine emails.	Feedback passed to the relevant team.
November 2021	Comment	Digital Services	Suggestions for improvements to the search function for older website content.	Feedback passed to the relevant team.
November 2021	Comment	Digital Services	Feedback about an incorrect link on the website.	Feedback passed to the relevant team.
November 2021	Comment	Digital Services	Request for additional search functionality on the Early Day Motion database.	Feedback passed to the relevant team.
December 2021	Comment	Digital Services	Question about software available to access select committee information.	Information provided.
October 2021	Comment	HR, Finance and Learning	Request for information about eye test vouchers for staff.	Information provided.
November 2021	Compliment	HR, Finance and Learning	Praise for efficient and pleasant service from the Recruitment Team.	Feedback passed to the relevant team.
October 2021	Compliment	Library and Information	Thanks for a detailed and helpful response from a library subject specialist.	Feedback passed to the individual concerned.
November 2021	Compliment	Library and Information	Praise for the courteous and helpful attitude of the switchboard staff.	Feedback passed to the relevant team.
October 2021	Compliment	Security	Praise for the way a security officer helped a visitor.	Feedback passed to the relevant team.
December 2021	Complaint	Security	Complaint about the behaviour of security staff at Parliament's visitor entrance.	Feedback passed to the relevant team.
October 2021	Compliment	Visitor Experience	Praise for the teamwork and respect shown by staff.	Feedback passed to the relevant team.
October 2021	Compliment	Visitor Experience	Praise for a fantastic tour guide and tour.	Feedback passed to the relevant team.
October 2021	Compliment	Visitor Experience	Praise for a tour guide who provided an entertaining and informative tour.	Feedback passed to the individual concerned.
December 2021	Compliment	Visitor Experience	Thanks to all the staff who made a visit to Parliament a great success and particular praise for the tour guide.	Feedback passed to the relevant team.
December 2021	Complaint	Visitor Experience	Feedback about difficulty taking part in an online talk.	Feedback passed to the relevant team.
December 2021	Comment	Visitor Experience	Feedback about difficulty taking part in an online talk.	Information provided.