

Date Received	CCC	Category	Case Summary	Response Summary
Nov	Comment	Accommodation	Feedback about the poor condition of signage in a public area.	Issue resolved.
Nov	Compliment	Accommodation	Praise for members of staff who helped with an office move.	Feedback passed to the relevant team.
Dec	Comment	Catering	Request for catering information to support university studies.	Information provided.
Dec	Complaint	Catering	Report of feeling unwell after eating in one of the restaurants.	Feedback passed to the relevant team.
Dec	Compliment	Catering	Praise for a dish in one of the cafeterias.	Feedback passed to the relevant team.
Dec	Compliment	Catering	Praise for a Christmas dish in one of the catering outlets.	Feedback passed to the relevant team.
Oct	Compliment	Catering	Appreciation of the food and service provided by the Catering Team.	Feedback passed to the relevant team.
Oct	Comment	Chamber and Committees	Suggestion that a similar system to the e-petitions system could be applied to the selection process for select committee enquiries.	It is an important principle that committees are able to determine their own choice of inquiries but they are increasingly engaging with the public in a number of different ways.
Oct	Comment	Chamber and Committees	Advice sought about the numbering convention for the forthcoming session of Parliament.	Information provided.
Oct	Complaint	Chamber and Committees	Request for the impartiality of the Petitions Team to be investigated due to the rejection of two petitions.	The petitions were rejected because they were unclear. The Petitions Committee are happy to provide advice on clarifying the basis and purpose of these petitions.
Oct	Complaint	Cleaning/Maintenance	Complaint about the standard of cleaning and maintenance in a building with particular issues reported at the beginning of the week.	The cleaning schedule has been adapted to reflect the change of use in the building. Maintenance issues are being addressed.
Oct	Complaint	Cleaning/Maintenance	Feedback about a drop in cleaning standards in an office area and problems with the toilets not working.	The toilets were out of action for 20 minutes on two separate occasions but these problems are now resolved. The cleaning issues have been addressed.
Oct	Comment	Digital Service	Feedback about the way that Google Analytics was tracking Parliament TV.	Changes made to resolve the issue.
Dec	Complaint	Digital Service	Feedback about incorrect information on the CommonsVotes App and difficulties reporting the problem.	Feedback passed to the relevant team.
Oct	Complaint	Digital Service	Feedback about delays in making changes to IT access required by staff moves.	Some permissions take longer than others to take effect but the changes requested in this case had been actioned.
Oct	Complaint	Digital Service	Complaint about IT engineer not visiting at the times that had been arranged so that a problem was not resolved.	Visit rearranged.
Oct	Complaint	Digital Service	Problems with delays in replacing a laptop that was needed urgently.	Issue resolved.
Nov	Compliment	Digital Service	Praise for the quick and helpful response of the Digital Service.	Feedback passed to the relevant team.
Oct	Compliment	Digital Service	Praise for the way a piece of IT equipment was issued.	Feedback passed to the relevant team.
Dec	Complaint	Education and Outreach	Disappointment that a school tour was reduced in length due to State Opening.	Another visit offered to the school.
Dec	Compliment	Education and Outreach	Appreciation of election tool kit created by the Education Team for schools.	Feedback passed to the relevant team.
Dec	Compliment	Education and Outreach	Appreciation of election tool kit created by the Education Team for schools.	Feedback passed to the relevant team.
Dec	Compliment	Education and Outreach	Praise for fantastic guides and the way the excellent Education Team supports schools.	Feedback passed to the relevant team.
Nov	Compliment	Education and Outreach	Thanks for an engaging education workshop.	Feedback passed to the relevant team.
Nov	Compliment	Education and Outreach	Positive feedback for an online education resource.	Feedback passed to the relevant team.
Nov	Compliment	Education and Outreach	Thanks for an informative and engaging tour and workshop.	Feedback passed to the relevant team.
Nov	Compliment	Education and Outreach	Thanks for a tour and workshop.	Feedback passed to the relevant team.
Nov	Compliment	Education and Outreach	Thanks for a tour of Parliament and praise for an exceptionally good and helpful guide.	Feedback passed to the relevant team.
Nov	Compliment	Education and Outreach	Praise for an informative tour guide.	Feedback passed to the individual concerned.
Nov	Compliment	Education and Outreach	Thanks for an outreach event.	Feedback passed to the relevant team.
Oct	Compliment	Education and Outreach	Thanks for the way in which a visitor was cared for after they fell during a visit.	Feedback passed to the relevant team.
Oct	Compliment	Education and Outreach	Thanks for an excellent workshop.	Feedback passed to the relevant team.
Oct	Compliment	Education and Outreach	Thanks for the work of the Education Service and praise for the tour guides.	Feedback passed to the relevant team.
Oct	Compliment	Education and Outreach	Praise for the professionalism of the Education Team who facilitated a successful school trip.	Feedback passed to the relevant team.
Dec	Comment	Learning and HR	Feedback about the trial scheme for staff to buy and sell leave and that the calculations mean this is not beneficial.	The future formula will be included in forthcoming discussions.
Nov	Comment	Learning and HR	Request for information about work experience for international students.	Information provided.
Dec	Complaint	Learning and HR	Difficulties encountered with an online recruitment application.	Issues resolved.
Oct	Complaint	Learning and HR	Question about whether job adverts are genuine or whether age discrimination is taking place.	All advertisements contain direct links to the careers site and recruiting managers do not see personal details such as date of birth when making decisions about who to invite to interview.
Oct	Complaint	Learning and HR	Feedback about problems experienced with the career coaching scheme.	Changes have been made to the scheme recently and steps will be taken to ensure the individual receives effective support.
Nov	Complaint	Library and Information	Complaint about difficulty in obtaining information about the removal of demonstrators from Parliament.	The Media Team may need to direct such requests for information to the Freedom of Information Team which can cause delays.
Nov	Complaint	Library and Information	Feedback about difficulties caused by poor joining instructions at the start of a Library tour and feedback about ways in which the tour could be improved. Praise for one of the Visitor Assistants who showed the visitors other parts of the building.	Feedback passed to the relevant teams.
Nov	Compliment	Library and Information	Praise for a Library tour and the clear and informative guide.	Feedback passed to the relevant team.
Oct	Compliment	Library and Information	Congratulations to the editor of a weekly digest that provides clear, concise and impartial reporting.	Feedback passed to the individual concerned.
Dec	Compliment	Meetings and Events	Praise for a splendid event.	Feedback passed to the relevant team.
Oct	Compliment	Meetings and Events	Appreciation for the way that staff made last minute changes to the organisation of a room to support a committee meeting.	Feedback passed to the relevant team.
Oct	Compliment	Meetings and Events	Thanks for the way a member of staff supported an event.	Feedback passed to the individual concerned.
Oct	Compliment	Meetings and Events	Thanks to staff who helped to support an event and ensured that it ran smoothly.	Feedback passed to the relevant team.
Nov	Comment	Miscellaneous	Feedback about the length of the new generic email signature and the environmental costs of printing.	There are no plans to change the signature which is designed to be a digital signature on a digital communication.
Nov	Comment	Miscellaneous	Question about how committee teams should highlight their twitter accounts in the new email signature.	An additional signature for social media teams is in development.
Dec	Complaint	Miscellaneous	Problem reported with telephone calls being received by a switchboard with a similar number to Parliament.	Issue resolved.
Dec	Compliment	Miscellaneous	Complaint about slow response to legal correspondence.	Issue resolved.
Nov	Comment	Retail	Question about the opening hours of the gift shops.	Contact information provided.

Oct	Complaint	Retail	Disappointment that an item was out of stock in the gift shop.	Feedback passed to the relevant team.
Nov	Comment	Security	Praise for the Pass Office but comment that the new system for interns is creating extra work.	Feedback passed to the relevant team
Oct	Comment	Security	Feedback about difficulties caused to cyclists by the closure of roads due to state opening.	Feedback passed to the Metropolitan Police liaison team for consideration for future events.
Nov	Complaint	Security	Complaint about the way that a police officer spoke to a member of the public at an entrance to Parliament.	The Security Team will pass on this feedback to the Metropolitan Police Service.
Oct	Complaint	Security	Feedback about problems found with a padlock which had been left at the security search point	Feedback passed to the relevant team.
Dec	Compliment	Security	Praise for polite and efficient service in the Pass Office.	Feedback passed to the relevant team
Dec	Compliment	Security	Appreciation for a member of the Pass Office Team who was efficient and warm.	Feedback passed to the relevant team
Dec	Compliment	Security	Praise for efficient service from the Pass Office.	Feedback passed to the relevant team
Dec	Compliment	Security	Thanks for quick and polite service from the Pass Office	Feedback passed to the relevant team
Nov	Compliment	Security	Praise for the welcoming and professional service in the Pass Office.	Feedback passed to the relevant team
Oct	Compliment	Security	Praise for the Pass Office who resolved a problem politely and helpfully.	Feedback passed to the relevant team
Oct	Compliment	Security	Thanks for great service and attitude in the Pass Office.	Feedback passed to the relevant team
Dec	Comment	Visitor Experience	Praise for the way that an event was organised but feedback about difficulties when increasing the numbers for the tour.	Feedback passed to the relevant team
Nov	Comment	Visitor Experience	Praise for the Royalty and Splendour tour but feedback about delays in entering the building requiring elderly visitors to stand for a long time.	Unusually large queues had been experienced on the day in question. Arrangements can be made for visitors who find it difficult to stand for long periods. Apology given that this did not occur.
Dec	Complaint	Visitor Experience	Complaint about not being able to access St Stephen's Hall on the tour.	Maintenance work had made this necessary
Nov	Complaint	Visitor Experience	Disappointment that a tour and tea were rushed due to delays in entering the building and problems with the audio guides.	Apology provided and another tour offered.
Nov	Complaint	Visitor Experience	Problems with the processing of a refund for a cancelled tour.	Issue resolved.
Nov	Complaint	Visitor Experience	Complaint about the behaviour of staff in the public gallery.	Staff had been enforcing established photography rules.
Nov	Complaint	Visitor Experience	Positive feedback about a visit and the helpful and knowledgeable staff. Disappointment that St Stephen's Hall was closed.	The closure was due to maintenance work.
Nov	Complaint	Visitor Experience	Feedback about a poor start to a tour caused by unclear joining instructions and an unhelpful member of staff.	Pre-visit information has been reviewed in response to the feedback and an apology given for the welcome received by the visitor.
Oct	Complaint	Visitor Experience	Feedback about an audio tour and the deletion of descriptions of rooms that were closed due to state opening.	It had been thought that to retain the descriptions of closed rooms was unhelpful but this feedback will be considered for future improvements.
Oct	Complaint	Visitor Experience	Problems with an audio guide that stopped working and for which no replacement was given.	An apology given as a replacement should have been provided. Staff training will be refreshed.
Oct	Complaint	Visitor Experience	Disappointment caused by information given by staff managing the queues to the public gallery.	The information given was intended to enable as many visitors as possible to view Parliament's proceedings.
Dec	Compliment	Visitor Experience	Praise for a knowledgeable and interesting tour guide who made the history of the Palace come to life.	Feedback passed to the relevant team.
Nov	Compliment	Visitor Experience	Praise for an enjoyable tour and a knowledgeable and entertaining guide.	Feedback passed to the relevant team.
Nov	Compliment	Visitor Experience	Praise for a member of the Ticket Office Team and a professional and knowledgeable tour guide who ensured an enjoyable visit.	Feedback passed to the individuals concerned.
Nov	Compliment	Visitor Experience	Praise for an excellent tour guide who was knowledgeable, witty and enthusiastic.	Feedback passed to the individual concerned.
Oct	Compliment	Visitor Experience	Positive feedback about an enthusiastic and knowledgeable guide and an enjoyable tour.	Feedback passed to the individual concerned.