

Compliments, Complaints and Comments Summary December 2018 to February 2019

The House of Commons Customer Team has developed a compliments, complaints and comments policy (CCC) with an accompanying online system. An undertaking was given to publish the feedback data and this has taken place on a quarterly basis since May 2018. The fifth publication covers the period from December 2018 to February 2019. In this period the Customer Team received 208 pieces of feedback of which 74 were covered by the CCC policy and 134 were not. This represents a 6% decrease in CCC cases and a 38% increase in non-policy cases. Feedback was received via feedback@parliament.uk and the on-line feedback form.

Feedback falling outside the CCC policy mainly concerned Government conduct and current affairs; particularly Brexit. Most of this feedback was forwarded to the House of Commons Enquiry Service who responded to customers with alternative contact suggestions such as how to contact the local MP.

Of the 74 pieces of feedback covered by the CCC policy the breakdown by type of feedback was as follows:

Compliments 27 (36%)

Complaints 23 (31%)

Comments 24 (32%)

This represents an increase in compliments compared to the last quarter and a decrease in complaints and comments and is more in line with the general trend. In the previous quarter there had been a substantial number of complaints and comments about queues to enter the building and problems caused as a result of building work. These were largely absent in this quarter (one complaint about access) reflecting effective action taken to address the issues raised.

A detailed breakdown of the feedback by category and type is as follows:

Category	Compliment	Complaint	Comment	Total
Accommodation	3	3	1	7
Buildings/Maintenance	0	0	1	1
Catering	1	0	1	2
Chamber/Committees	3	2	8	13
Cleaning	0	3	3	6
Digital Services	1	2	3	6
Education/ Outreach	1	0	0	1
HR	0	1	1	2
Information/Library	0	1	1	2
Meetings/Events	3	2	3	8
Miscellaneous	0	2	0	2
Retail	1	0	0	1
Security	1	5	1	7
Visitor Experience	13	2	1	16
Total	27	23	24	74

Visitor Experience feedback constituted 22% of all feedback received and 48% of the compliments received. Most compliments praised staff from the Visitor Services Team who had helped to make a visit to Parliament enjoyable and had provided excellent tours of the building. The Education Team also received a similar compliment.

Feedback relating to the Chamber and Committees team constituted 18% of the feedback this quarter; 13 cases were received compared to 2 in the previous quarter. The feedback covered a wide range of issues from coverage on Parliament TV, questions about the way that votes are recorded by Hansard and praise for the follow up information received from the Petitions Committee following the signing of a petition.

The Accommodation, Events, and Catering Teams all received compliments about the helpfulness of their staff. The Accommodation Team also received questions about emergency evacuation procedures and the use of committee rooms. A complaint was received about the accessibility of a room and problems experienced in following up some long-standing issues.

The Security Team received 7 pieces of feedback compared to a single case in the last quarter. The feedback included 5 complaints about the actions of security officers, praise for new electronic key pads at entrances and a question about changes to staff passes.

8 pieces of feedback were received about meetings and events including feedback about ways in which communications could be improved, a question about the use of bottled water in committee rooms and delays experienced in receiving assistance for disabled visitors to leave an event.

Feedback about Digital Services included compliments about the online coverage of the Brexit debates and a new online form. Corrections were suggested to historical information on the website and there were some questions about email subscriptions and ways to find email addresses.

The feedback classed as miscellaneous included comments about problems experienced with the telephone system and a complaint about the opening hours of the Travel Office.

The next publication of data is planned for August 2019.