

## **Complaints about food and drink in House of Lords catering facilities**

### **Request:**

- 1. Can you please let me have a copy of any log/comments book or similar which allows customers and or staff/visitors to register comments about food and drink they receive at any outlet (bars, restaurants, shops catering services) in the House of Lords for the most recent 12-month period.**
- 2. Also, can you send me copies of any written complaints from staff/customers about any aspect of the catering service or hospitality on offer with any replies to these complaints (including emails).**
- 3. How many complaints did you receive in the most recent 12-month period in relation to food and drink served in the House of Lords dining facilities? Please provide copies of the letters of complaint.**
- 4. Additionally can you provide me with all details of complaints about the food/restaurants/bars/catering services in the House of Lords**

### **Response:**

The Freedom of Information Act 2000 ("the FOIA") provides a right of access, subject to specified exemptions, to recorded information held by a public authority. In the case of the House of Lords, the rights of access apply to recorded information held by the House of Lords Administration.

The House Administration holds some of the information you have requested.

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The House Administration does not hold this information. We do not have a log or comments book for customers or visitors to register comments about catering services.

- 2. Also, can you send me copies of any written complaints from staff/customers about any aspect of the catering service or hospitality on offer with any replies to these complaints (including emails).**
- 3. How many complaints did you receive in the most recent 12-month period in relation to food and drink served in the House of Lords dining facilities? Please provide copies of the letters of complaint.**
- 4. Additionally can you provide me with all details of complaints about the food/restaurants/bars/catering services in the House of Lords**

As questions 2, 3 and 4 are similar and encompass some overlap, we have grouped these questions together.

Some information relevant to your request is publicly available having been provided in response to previous FOI requests on a similar subject. Responses to FOI requests, where information is held and has been disclosed, are published on our disclosure log via the following link:

<https://www.parliament.uk/mps-lords-and-offices/offices/lords/freedom-of-information-in-the-house-of-lords/log/2017/>

You can also search for relevant previous requests and responses via our FOI request logs:

<https://www.parliament.uk/mps-lords-and-offices/offices/lords/freedom-of-information-in-the-house-of-lords/log/>

As the published information is considered reasonably accessible by means other than making an FOI request, it is exempt from disclosure under section 21 of the FOIA.

Please note that while some of the published information comprises complaints, the previous FOI responses also include correspondence which would be better described as making comments or recommendations rather than complaints.

In addition to the published information, we hold a record of two further complaints sent to the Chair of the Services Committee, along with the Chair's responses. Please find copies attached (documents *FOI 3296 (1)* and *FOI 3296 (2)*).

We have redacted some personal information from the copies, relating to the names and direct contact details of the individuals who sent the correspondence. This information constitutes third party personal data within the provisions of the General Data Protection Regulation (the "GDPR"), supplemented by the Data Protection Act 2018 ("the DPA").

We consider that disclosure of this information would breach data protection principle (a) (i.e. that data "should be processed lawfully, fairly and in a transparent manner in relation to the data subject"). These individuals would not have a reasonable expectation that their personal information in this context would be disclosed as part of an FOI response. We consider that this information is exempt under section 40(2) of the FOIA.