



HOUSE OF COMMONS

LONDON SW1A 0AA

10 DEC 2013

Manager,  
Banqueting & Events Manager,  
Catering Services,  
House of Commons.

2<sup>nd</sup> December 2013

Dear [REDACTED]

I enclose a letter from my constituent [REDACTED]  
[REDACTED] complains of the treatment  
she and her party of 5 experienced when having tea in the Pugin Room after  
their tour of the Palace of Westminster on Saturday 23<sup>rd</sup> November.

I would be very grateful if you or a member of your staff could look into the  
matter and let me have your comments so that I can respond appropriately to my  
constituent.

[REDACTED]

[REDACTED]  
(Encl)

[REDACTED]

26 November 2013

House of Commons  
London

I arranged a visit for myself and a group of friends, five of us in all, to the Houses of Parliament on Saturday 23 November. It was to be followed by afternoon tea in the Pugin Room.

We travelled from [REDACTED] enjoyed a great lunch in a restaurant on the South Bank and then walked on to Westminster. The tour was thoroughly enjoyed by everybody. Our tea was booked for 5.15pm and we were the last party to be taken through. On our arrival we found that one of our group had been allocated a table on her own. Now this, although a shock, was quite easy to understand as one of my group had been unable to commit herself to the trip at the time that I booked and had made her booking later that same day. When making her booking she explained the situation, quoted my reservation reference, we assumed that was all in order.

We naturally explained that we were all together and could the tables be put together so that we could all enjoy tea together. You would think a simple and not unreasonable request. To my astonishment the person in charge said no. At first I thought he was joking but he was not. His reason for not moving the table was that they had been told the booking was for a table of four and a table for one. He was completely inflexible. One of our group then moved her chair from the main table to join our friend.

It may well be that the system had failed to match the booking but the failure of the man in charge to be able to resolve the situation was unbelievable. The tables were next to each other, in a corner of the room and less than three feet apart. The tea room was beginning to empty out and we were the very last group to be seated. I very much regret not asking to see the Manager at the time, but that should not have been necessary.

This man's inflexibility certainly took the gloss off our day. What impression would that have left if we had been visitors from another country?

Can you please forward this complaint to the Catering Manager responsible for this enterprise and I would like to hear your response to my complaint.

Thanking you in anticipation

