

# Tell us what you think



JRF / JRHT feedback leaflet.

February 2020.



The Joseph Rowntree Foundation and Joseph Rowntree Housing Trust like to hear when we are doing well and when we could do better.



You may want to let us know when someone has helped you or done something really well so we can keep doing it.

We call this a compliment.



A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents. (Housing Ombudsman definition September 2020).

You may want to let us know when we have not provided a good service so we can make it right.

We call this a complaint.



This might be about your care.



A repair to your home.



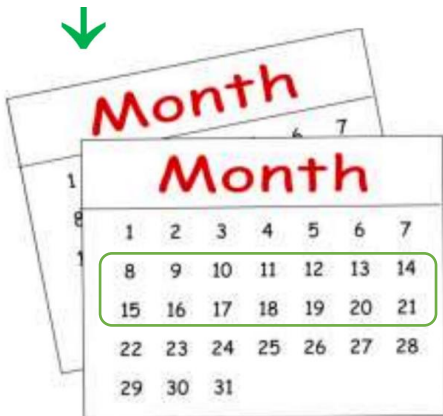
Or about the behaviour of a member of staff.



You can contact us directly or ask a family member, friend or member of staff to help you.



We will listen to your feedback and tell you what we will do next.



We will look into the problem and tell you what we find within two weeks.

This is called stage one.



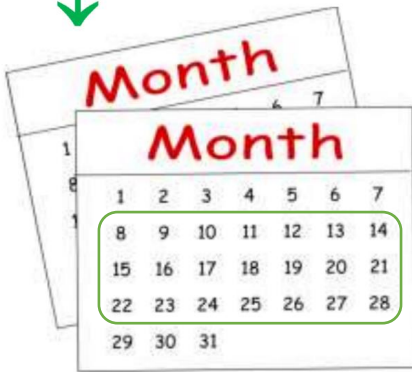
If you are not happy with what we say, you can let us know.

This is known as an appeal.





We may ask you some more questions to make sure we understand the problem.



We will then tell you what we find within three weeks.

This is called stage two and is the end of our process.



If you are still not happy you may want to talk to a different organisation who can help you.

This may be the Housing Ombudsman, Care Quality Commission or Charity Commission.



We can give you the details of these places.



There are many ways you can contact us.

You can speak to any of our staff.



You can call us on **01904 615950**

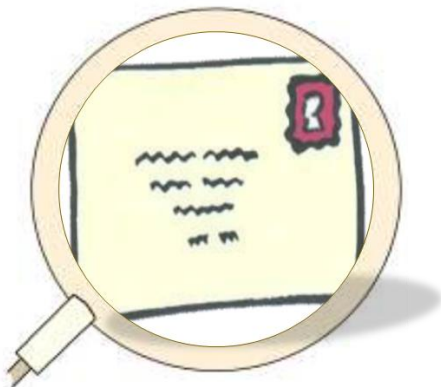
Send an email to [feedback@jrf.org.uk](mailto:feedback@jrf.org.uk)

Use our website at [www.jrf.org.uk](http://www.jrf.org.uk) /  
[www.jrht.org.uk](http://www.jrht.org.uk)



Or write a letter to

**Complaints Officer, JRF/JRHT, The  
Homestead, 40 Water End, York, YO30  
6WP**



We take the security of personal  
information very seriously.

You can contact our Information  
Governance team at [ig@jrf.org.uk](mailto:ig@jrf.org.uk) for more  
information.