



Tell us what you think

Compliments, comments and complaints



Tell us what you think...





Your views matter to us

Joseph Rowntree Foundation and Joseph Rowntree Housing Trust are committed to providing the best service possible. We welcome compliments, comments and complaints about our services so that we can continually improve what we do and how we do it.

Why should I get in touch?

- Compliments: You may want to compliment someone who has helped you or let us know if we have done something particularly well so that we can keep doing it.
- Comments: You may want to comment and make suggestions about the quality of our existing services or recommend additional services.
- Complaints: You may want to make an expression of dissatisfaction, 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.

How do I get in touch?

-  In person - you can speak to any of our staff
-  Telephone - 01904 615950
-  Letter - Complaints Officer, JRF/JRHT, The Homestead, 40 Water End, York, YO30 6WP
-  Email - feedback@jrf.org.uk
-  Website - www.jrf.org.uk / www.jrht.org.uk



What information is in this leaflet?

- How do I comment or give a compliment?
- How does JRF/JRHT learn from feedback?
- What can I complain about?
- Can I get help to make a complaint?
- What can I expect when I get in touch?
- Who can make a complaint?
- What is your complaints process?
- How do I take my complaint further?
- How do you protect my privacy?

Comments and compliments

It is important for us to gather as much feedback as possible about our services. Comments and compliments can be as helpful as complaints to show us where services are working well and where we need to make changes to further improve our service offering.

How do I comment or give a compliment?

You can use the contact details on page 2 to share any comments or compliments you have about a service.

How does JRF/JRHT learn from the feedback received?

When we receive feedback, whether it's a compliment, comment or complaint, we will always try to use the feedback to improve how we do things in the future. Our lessons learned process helps us to do this.

Our lessons learned process identifies key learning actions from every compliment, comment or complaint we receive. All our operational sites then refer to the lessons learned to inform service improvement across our organisation.



Complaints

What can I complain about?

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, 2020). This means the sorts of things that you may want to complain about might be:

- If you receive a poor-quality service – including services we have arranged but are delivered by an independent provider.
- The attitude or behaviour of a member of staff.
- If we have failed to follow our policies or procedures.
- If we have failed to follow Care Quality Commission regulations or other legal obligations.
- Your experience of our care delivery.
- If you have not been kept informed about the progress of a repair to your home.

Can I get help to make a complaint?

You can ask a friend or relative, a local Councillor or an MP to speak to us on your behalf. If you prefer, we can also put you in contact with an independent organisation or a voluntary agency. If you want to complain in person but have a disability that prevents you from doing so, we can arrange a visit to gather the details of your complaint, or can telephone you to talk about the best way we can help you make your complaint.

What can I expect when I make a complaint?

Where possible, we will do our best to resolve the issue as soon as possible. But if this is not possible, we will:

- Discuss with you exactly what it is you are unhappy about and what you would like to see happen because of your complaint.
- Explain how we will investigate your complaint, how long it will take to complete and any actions that we will be taking as a result of your complaint.



Who can make a complaint?

- The person who receives the service (the service user).
- Someone acting on behalf of the service user with their consent.
- If a service user does not have the capacity to make their own decisions, a friend or relative may make a complaint on their behalf.

Our complaints process

When you make a complaint, we will make every effort to resolve the matter straight away. But if this is not possible, we will proceed with our formal complaints process. We have a two-stage complaints process.

Stage one

- We will handle your complaint fairly, impartially, professionally and objectively.
- We will investigate the issue thoroughly.
- We will keep you informed of the progress using your preferred method of communication.
- We will investigate and respond to your complaint within 10 working days. If the complaint is more complicated, we may need more time to respond but we will keep you updated on how things are progressing and will respond within a reasonable timescale.

Stage two

If you are not happy with the outcome of your complaint you may want to appeal. You can appeal within 10 working days of receiving your first response. In this instance, we will:

- Ask you to clarify what remains unsolved.
- Ask you for additional information.
- Ask you what action you think we should take.
- Make sure a senior member of staff reviews and investigates the complaint.
- Provide a full explanation within 15 working days.

This is the final stage of our complaints process but if you are still not satisfied with the response to your complaint, you can contact an external organisation, such as the Housing Ombudsman, Care Quality Commission or Charity Commission, to conduct further investigations. The contact details of these organisations are on page 6.



Putting things right

There are several ways we can put things right if we have got something wrong. We can:

- Say sorry.
- Provide an explanation or more information.
- Take any necessary action to remedy the situation.
- Use lessons learned to improve our service.
- Arrange training or guidance for our staff.

Contact information

Where can I find more information if I would like to take my complaint further?

Housing Service complaints:

Housing Ombudsman Service, Exchange Tower,
Harbour Exchange Square, London, E14 9GE

Care Services complaints:

Local Government Ombudsman, PO Box 4771,
Coventry, CV4 0EH
Tel: 0300 061 0614
Website: www.lgo.org.uk

Rent levels, service charge or leasehold valuations complaints:

First-tier Tribunal (Property Chamber), 1st Floor,
Piccadilly Exchange, Piccadilly Plaza, Manchester,
M1 4AH
Tel: 0161 237 9491
Email: rpnorthern@hmcts.gsi.gov.uk

Care Quality Commission

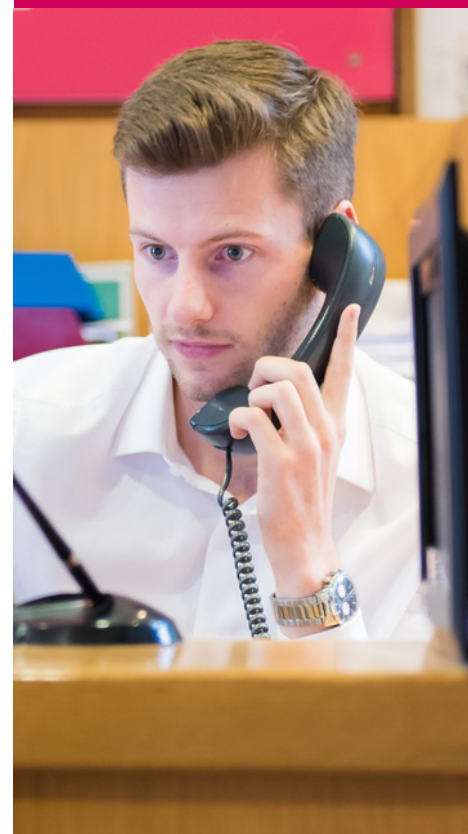
Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but can receive information about our care services.

Contact the CQC at:

CQC National Customer Service Centre, Citygate,
Gallowgate, Newcastle upon Tyne, NE1 4PA
Tel: 0300 061 6161
Website: www.cqc.org.uk/contact-us

Charity Commission

Charity Commission, PO Box 211, Bootle, L20 7YX
Website: www.gov.uk/government/organisations/charity-commission



Our contact details for complaints

Tel: 01904 615950
Letter: Complaints Officer, JRF/JRHT, The Homestead, 40 Water End, York, YO30 6WP
Email: feedback@jrf.org.uk

Alternatively, you can speak to us in person at any of our sites or register a complaint via our websites:
www.jrf.org.uk / www.jrht.org.uk

Local authority contacts

York area

City of York Council, Adult Social Care Team, West Offices, Station Rise, York, YO1 6GA

Tel: 01904 555111

Email: adult.socialsupport@york.gov.uk

Scarborough area

Health and adult services, FREEPOST DL76, North Yorkshire County Council, County Hall, Northallerton, DL7 8BR

Tel: 0800 515875

Email: social.complaints@northyorks.gov.uk

Hartlepool area

Child and Adult Services, Hartlepool Borough Council, Civic Centre, Victoria Road, Hartlepool, TS24 8AY.

Tel: 01429 523390

Email: dutyteam@hartlepool.gcsx.gov.uk

Leeds area

Adult Social Care, Leeds City Council, Civic Hall, Leeds, LS1 1UR

Tel: 0113 222 4401

Email: feedback@leeds.gov.uk

Eastriding Area

Adult Social Care, East Riding of Yorkshire Council, County Hall, Beverley, HU17 9BA

Tel: 01482 393939

Email: online contact form at www.eastriding.gov.uk/council/contact-the-council/contact-us/



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We care about your privacy

We take the security of personal information very seriously. Under data protection legislation, Joseph Rowntree Foundation and Joseph Rowntree Housing Trust are required to set out why we collect personal information; how we use that information; who we share it with; how long we keep it for; and how we dispose of information. We are also required to advise you of your rights in relation to information we hold.

This is set out in our privacy notice, a full copy of which can be found on our website at www.jrht.org.uk/privacy-notice or you can contact our Information Governance team at ig@jrf.org.uk for more information.



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Joseph Rowntree Foundation (Head Office)

The Homestead
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