# Appendix A: Self-assessment form

This self-assessment form should be completed by the complaints officer and it must be reviewed and approved by the landlord’s governing body at least annually.

Once approved, landlords must publish the self-assessment as part of the annual complaints performance and service improvement report on their website. The governing body’s response to the report must be published alongside this.

Landlords are required to complete the self-assessment in full and support all statements with evidence, with additional commentary as necessary.

We recognise that there may be a small number of circumstances where landlords are unable to meet the requirements, for example, if they do not have a website. In these circumstances, we expect landlords to deliver the intentions of the Code in an alternative way, for example by publishing information in a public area so that it is easily accessible.

# Point 1: Definition of a complaint

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 1.2 | A complaint must be defined as:  *‘an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.’* | Yes | Complaint Handling Policy and the Your View Counts leaflet. | The definition of what a complaint is, is stated in the Complaint Handling Policy. |
| 1.3 | A resident does not have to use the word ‘complaint’ for it to be treated as such. Whenever a resident expresses dissatisfaction landlords must give them the choice to make complaint. A complaint that is submitted via a third party or representative must be handled in line with the landlord’s complaints policy. | Yes | Complaint Handling Policy and the Your View Counts leaflet. | We recognise that the client does not need to use the word ‘complaint’. Also, a complaint that is submitted via a third party is handled in line with the Complaint Policy. |
| 1.4 | Landlords must recognise the difference between a service request and a complaint. This must be set out in their complaints policy. A service request is a request from a resident to the landlord requiring action to be taken to put something right. Service requests are not complaints, but must be recorded, monitored and reviewed regularly. | Yes | Complaint Handling Policy and the Your View Counts leaflet. | We recognise the difference between a service request and a complaint, and the Ombudsman’s definition and differentiation between these two are outlined in Jewish Care’s Complaint Handling Policy. |
| 1.5 | A complaint must be raised when the resident expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Landlords must not stop their efforts to address the service request if the resident complains. | Yes | Complaint Handling Policy and the Your View Counts leaflet. | Service requests (such as repair requests) will not be stopped when the client decides to make a formal complaint. |
| 1.6 | An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, the person completing the survey should be made aware of how they can pursue a complaint if they wish to. Where landlords ask for wider feedback about their services, they also must provide details of how residents can complain. | Yes | All our clients receive an annual anonymous survey from Jewish Care. A copy of this survey (and the results) can be found at each resource. | We ask survey participants at the end of the survey to leave their name and number if they wish to speak to the Customer Experience Team regarding an issue. |

# Point 2: Exclusions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 2.1 | Landlords must accept a complaint unless there is a valid reason not to do so. If landlords decide not to accept a complaint, they must be able to evidence their reasoning. Each complaint must be considered on its own merits. | Yes | Jewish Care accepts all complaints unless there is a valid reason not to. This is outlined in our Complaint Handling Policy. | Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress. |
| 2.2 | A complaints policy must set out the circumstances in which a matter will not be considered as a complaint or escalated, and these circumstances must be fair and reasonable to residents. Acceptable exclusions include:   * The issue giving rise to the complaint occurred over twelve months ago. * Legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. * Matters that have previously been considered under the complaints policy. | Yes | Jewish Care’s Complaint Handling Policy outlines this and ensures all staff are aware of the expectations around excluding complaints. | The Policy sets out circumstances where we would not consider a complaint – these circumstances are in line with the Ombudsman’s list of acceptable exclusions. These are reasonable and do not deny individuals access to redress. We consider all complaints in their own merits and would offer a resolution, even if we cannot investigate the issue. |
| 2.3 | Landlords must accept complaints referred to them within 12 months of the issue occurring or the resident becoming aware of the issue, unless they are excluded on other grounds. Landlords must consider whether to apply discretion to accept complaints made outside this time limit where there are good reasons to do so. | Yes | Jewish Care’s Complaint Handling Policy outlines this and ensures all staff are aware of the expectations around excluding complaints. | It might be difficult for us to complete a thorough investigation if the incident took place over 12 months ago. However, Jewish Care will try to resolve any concern and conflict and provide reassurance, in all cases. |
| 2.4 | If a landlord decides not to accept a complaint, an explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. If the Ombudsman does not agree that the exclusion has been fairly applied, the Ombudsman may tell the landlord to take on the complaint. | Yes | Jewish Care’s Complaint Handling Policy outlines this and ensures all staff are aware of the expectations around excluding complaints. | We will try to resolve every complaint that comes to us, however, if (for the reasons outlined above) we cannot investigate a complaint, we will provide the complainant with an explanation and will advise them of their right to contact the Ombudsman. |
| 2.5 | Landlords must not take a blanket approach to excluding complaints; they must consider the individual circumstances of each complaint. | Yes | Jewish Care’s Complaint Handling Policy outlines this and ensures all staff are aware of the expectations around excluding complaints. | We will only exclude a complaint if they come under the above listed criteria for exclusion. Even then, we would still consider the complaint and try to provide some resolution. |

# Point 3: Accessibility and Awareness

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 3.1 | Landlords must make it easy for residents to complain by providing different channels through which they can make a complaint. Landlords must consider their duties under the Equality Act 2010 and anticipate the needs and reasonable adjustments of residents who may need to access the complaints process. | Yes | The Complaint Handling Policy and the Your View Counts leaflet outline all the different channels clients can leave feedback. | We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary. |
| 3.2 | Residents must be able to raise their complaints in any way and with any member of staff. All staff must be aware of the complaints process and be able to pass details of the complaint to the appropriate person within the landlord. | Yes | The Complaint Handling Policy and the Your View Counts leaflet outline all the different channels clients can leave feedback. | Jewish Care ensures that all complainants are able to raise concerns in any way and with any staff member, and that all staff members are aware of the complaint process. |
| 3.3 | High volumes of complaints must not be seen as a negative, as they can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain. | Yes | Complaint Handling Policy ensures all staff approach complaints in mind with Jewish Care’s values. | Jewish Care’s approach to complaints is in line with our values of transparency and excellence. We use complaints as tool to learn and improve.  The number of complaints is reviewed quarterly, and if there is a significant change to the number of complaints and compliments at a specific service (whether this is an increase of a drop), we would look into it. |
| 3.4 | Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the two-stage process, what will happen at each stage, and the timeframes for responding. The policy must also be published on the landlord’s website. | Yes | The ‘Your View Counts’ leaflet (the easy-to-read version of the Complaint Policy) and poster is available at all of our resources, and on our website. | This leaflet is available both online and in hard copy and displayed at every resource. A poster version of this leaflet is also displayed at every resource. This poster details ways someone can make a complaint, the steps of the complaint process and ways to contact relevant authorities, such as the Ombudsman. |
| 3.5 | The policy must explain how the landlord will publicise details of the complaints policy, including information about the Ombudsman and this Code. |  | The ‘Your View Counts’ leaflet and poster is available at all of our resources, and it can also be found on our website. | Jewish Care will publicise details of the Complaint Handling Policy (Your View Counts leaflet), including information about the Ombudsman and their Complaint Handling Code, as well as the annual compliments to complaints trends and learnings, on our website. |
| 3.6 | Landlords must give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord. | yes | This is clearly stated in our Complaint Handling Policy, and all Jewish Care staff are expected to follow this process when handling a complaint. | Complainants have the right to have a representative (such as family or friend) raise a complaint on their behalf, given that the complainant has the mental capacity to give consent, or the representative holds relevant legal document, such as Legal Power of Attorney. |
| 3.7 | Landlords must provide residents with information on their right to access the Ombudsman service and how the individual can engage with the Ombudsman about their complaint. | Yes | All complainants are given a copy of the ‘Your View Counts’ which outlines both the process of the complaint handling, as well as all contact details to relevant authorities, such as the Ombudsman. | This leaflet is shared with complainants when their complaint is acknowledged. This leaflet includes all relevant information about the complaint process. |

# Point 4: Complaint Handling Staff

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 4.1 | Landlords must have a person or team assigned to take responsibility for complaint handling, including liaison with the Ombudsman and ensuring complaints are reported to the governing body (or equivalent). This Code will refer to that person or team as the ‘complaints officer’. This role may be in addition to other duties. | Yes | The Customer Experience Team is assigned to manage the investigation of complaints. | We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly. |
| 4.2 | The complaints officer must have access to staff at all levels to facilitate the prompt resolution of complaints. They must also have the authority and autonomy to act to resolve disputes promptly and fairly. | Yes | The Customer Experience Team is assigned to manage the investigation of complaints. | The Customer Experience Team (CET) manages complaints and has full access to all relevant documents, for example care plans. CET also has access to staff and can interview any staff member relevant to the complaint. |
| 4.3 | Landlords are expected to prioritise complaint handling and a culture of learning from complaints. All relevant staff must be suitably trained in the importance of complaint handling. It is important that complaints are seen as a core service and must be resourced to handle complaints effectively | Yes | The Customer Experience Team provides advice and guidance to all managers and staff when it comes to complaint handling, and ensures complaints are handled in line with the Policy and the Ombudsman’s Code. | We are a learning focused organisation, and all staff and managers receive training on customer experience which includes complaint handling. |

# Point 5: The Complaint Handling Process

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 5.1 | Landlords must have a single policy in place for dealing with complaints covered by this Code. Residents must not be treated differently if they complain. | Yes | Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | We have a single policy for dealing with complaints covered by the Code and individuals are given the option of raising a complaint where they express dissatisfaction that meets the definition of the complaint in our policy. |
| 5.2 | The early and local resolution of issues between landlords and residents is key to effective complaint handling. It is not appropriate to have extra named stages (such as ‘stage 0’ or ‘informal complaint’) as this causes unnecessary confusion. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | There are 2 stages in out complaint process. We advise managers that if a concern is raised to them at the resource, they would try to resolve this locally. If the client is still unhappy, they will be given the opportunity to raise a formal complaint. |
| 5.3 | A process with more than two stages is not acceptable under any circumstances as this will make the complaint process unduly long and delay access to the Ombudsman. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | We aim to resolve a complaint within 10 working days and if the complaint is escalated to the second stage, we will aim to resolve it within 20 days. |
| 5.4 | Where a landlord’s complaint response is handled by a third party (e.g. a contractor or independent adjudicator) at any stage, it must form part of the two stage complaints process set out in this Code. Residents must not be expected to go through two complaints processes. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | Any third-party investigator (e.g. an independent consultant) will be given a copy of the complaint policy and will sign a contract to ensure that the complaint is investigated according to the policy. |
| 5.5 | Landlords are responsible for ensuring that any third parties handle complaints in line with the Code. | Yes | This is detailed in the Complaint Handling Policy which would be shared with any ‘third party’ investigator or consultant. | The Customer Experience Team would oversee the ‘third party’ and ensure they handle the complaint in line with the Code. |
| 5.6 | When a complaint is logged at Stage 1 or escalated to Stage 2, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. The Code will refer to this as “the complaint definition”. If any aspect of the complaint is unclear, the resident must be asked for clarification. | Yes | This is detailed in the Complaint Handling Policy to ensure all staff understand the expectations around complaint escalation. | Complaints are asked to clarify what their complaint is (if necessary), or which part of the outcome they are not satisfied with, and to outline what outcome they are looking for. |
| 5.7 | When a complaint is acknowledged at either stage, landlords must be clear which aspects of the complaint they are, and are not, responsible for and clarify any areas where this is not clear. | Yes | This is detailed in the Complaint Handling Policy to ensure all staff understand how to acknowledge complaints in line with the Code. | The person acknowledging the complaint should be clear which aspects of the complaint Jewish Care is, and is not, responsible for and clarify any areas where this is not clear. |
| 5.8 | At each stage of the complaints process, complaint handlers must:   1. deal with complaints on their merits, act independently, and have an open mind; 2. give the resident a fair chance to set out their position; 3. take measures to address any actual or perceived conflict of interest; and 4. consider all relevant information and evidence carefully. | Yes | The Complaint Handling Policy outlines the investigation process and gives a strong guideline to investigating managers. | Policy outlines what is expected from each staff member involved in the complaint handling, and what everyone’s responsibilities are. |
| 5.9 | Where a response to a complaint will fall outside the timescales set out in this Code, the landlord must agree with the resident suitable intervals for keeping them informed about their complaint. | Yes | Complaint Handling Policy outlines all deadlines. | All complaints are answered within the timescale set by the Code. In case there is a need for an extension, the complainant is consulted with, and a new deadline is agreed. |
| 5.10 | Landlords must make reasonable adjustments for residents where appropriate under the Equality Act 2010. Landlords must keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review. | Yes | Complaint Handling Policy sets out clearly that all complainants must be treated equally. | Jewish Care makes reasonable adjustments for complainants where appropriate under the Equality Act 2010. Jewish Care keeps a record of any reasonable adjustments agreed, as well as a record of any disabilities the complainant has disclosed. Any agreed reasonable adjustments it to be kept under active review. |
| 5.11 | Landlords must not refuse to escalate a complaint through all stages of the complaints procedure unless it has valid reasons to do so. Landlords must clearly set out these reasons, and they must comply with the provisions set out in point 2 of this Code. | Yes | Complaint Handling Policy ensures all staff follow the Ombudsman’s Complaint Handling Code. | We do not refuse to escalate a complaint to stage 2, unless the matter has become a legal proceeding or a police investigation. |
| 5.12 | A full record must be kept of the complaint, and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties, and any relevant supporting documentation such as reports or surveys. | Yes | Complaint Handling Policy ensures all staff follow the Ombudsman’s Complaint Handling Code. | The Customer Experience Team keeps a full record of all complaints, including original documents, correspondence, dates, and all relevant support documents. |
| 5.13 | Landlords must have processes in place to ensure a complaint can be remedied at any stage of its complaints process. Landlords must ensure appropriate remedies can be provided at any stage of the complaints process without the need for escalation. | Yes | Complaint Handling Policy ensures all staff follow the Ombudsman’s Complaint Handling Code. | The policy outlines the process around remedies and aiming for a quick resolution. Most complaints can be resolved promptly, with an apology, explanation, or a quick intervention. |
| 5.14 | Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives. Landlords must be able to evidence reasons for putting any restrictions in place and must keep restrictions under regular review. | Yes | Jewish Care has a policy called Managing Unacceptable Behaviour – this is a guide to managers and staff on how to handle unacceptable behaviour. | Restrictions are only put in place in extreme circumstances (e.g. excessive emails or phone calls, or abusive behaviour), and restrictions are reviewed regularly throughout the investigation. |
| 5.15 | Any restrictions placed on contact due to unacceptable behaviour must be proportionate and demonstrate regard for the provisions of the Equality Act 2010. | Yes | Complaint Handling Policy ensures all staff follow the Ombudsman’s Complaint Handling Code. | Every complaint is managed in line with this policy, for example every complainant will be given the opportunity to discuss the outcome to their complaint, even if there are restrictions in place. |

# Point 6: Complaints Stages

Stage 1

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 6.1 | Landlords must have processes in place to consider which complaints can be responded to as early as possible, and which require further investigation. Landlords must consider factors such as the complexity of the complaint and whether the resident is vulnerable or at risk. Most stage 1 complaints can be resolved promptly, and an explanation, apology or resolution provided to the resident. | Yes | Complaint Handling Policy ensures all staff follow the Ombudsman’s Complaint Handling Code. | We always aim to resolve complaints promptly, especially if the complainant is vulnerable or distressed.  Most complaints can be resolved promptly, with an apology, explanation, or with a quick intervention – this is outlined in the policy. |
| 6.2 | Complaints must be acknowledged, defined and logged at stage 1 of the complaints procedure **within five working days of the complaint being received**. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | Timeframes set out by the Code are included in the policy and followed by all staff. |
| 6.3 | Landlords must issue a full response to stage 1 complaints **within 10 working days** of the complaint being acknowledged. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | We process stage 1 complaints in line with timescales and processes set out in the Code. |
| 6.4 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 10 working days without good reason, and the reason(s) must be clearly explained to the resident. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | We process stage 1 complaints in line with timescales and processes set out in the Code – including extensions. |
| 6.5 | When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman. | Yes | All complainants are given a copy of the easy-to-read Your View Counts leaflet, at the beginning of the complaint process. | Complainants are provided with the contact details for the Ombudsman (and other authorities, such as the CQC) at the beginning of the complaint process. |
| 6.6 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | We aim to close complaints as quickly and promptly as possible. If appropriate, once the complaint is closed, Jewish Care might have a follow up meeting with the complainant to update them of any outstanding action plan. |
| 6.7 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. | yes | This is detailed in the Complaint Handling Policy and serves as a guidance for staff on how to respond appropriately to complaints. | In addition to this, a meeting is also offered, to ensure complaint resolution. |
| 6.8 | Where residents raise additional complaints during the investigation, these must be incorporated into the stage 1 response if they are related, and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues must be logged as a new complaint. | Yes | This is detailed in the Complaint Handling Policy and serves as a guidance for staff on how to respond appropriately to complaints. | Jewish Care will accept additional complaints raised during the complaint process, within reason. However, if Jewish Care decides not to accept any more complaints, an explanation will be provided, setting out the reasons, and the complainant is given the opportunity to take the matter to the Ombudsman. |
| 6.9 | Landlords must confirm the following in writing to the resident at the completion of stage 1 in clear, plain language:   1. the complaint stage; 2. the complaint definition; 3. the decision on the complaint; 4. the reasons for any decisions made; 5. the details of any remedy offered to put things right; 6. details of any outstanding actions; and 7. details of how to escalate the matter to stage 2 if the individual is not satisfied with the response. | Yes | This is detailed in the Complaint Handling Policy and serves as a guidance for staff on how to respond appropriately to complaints. | The expectations on how an outcome letter should look like is outlined in the policy – this is a guideline, Jewish Care always tries to meet each complainants’ individual needs and will word the letter in a way that would best reassure the complainant.  On stage 1, the complainant will be advised that if they are unhappy with the outcome, they can appeal it and a director will review their complaint. |

Stage 2

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 6.10 | If all or part of the complaint is not resolved to the resident’s satisfaction at stage 1, it must be progressed to stage 2 of the landlord’s procedure. Stage 2 is the landlord’s final response. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | We try to resolve each complaint on stage 1, however, if the complainant is still unhappy, they will be signposted to a director who will then review their complaint on stage 2. |
| 6.11 | Requests for stage 2 must be acknowledged, defined and logged at stage 2 of the complaint’s procedure within five working days of the escalation request being received. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | We will acknowledge the complaint’s wishes and inform them which director will be reviewing their complaint on stage 2. |
| 6.12 | Residents must not be required to explain their reasons for requesting a stage 2 consideration. Landlords are expected to make reasonable efforts to understand why a resident remains unhappy as part of its stage 2 response. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | The complainant does not have to explain their reason for requesting a Director’s review, however, the complainant will be asked to clarify which parts of the outcome they are dissatisfied with and what outcome they are looking for. |
| 6.13 | The person considering the complaint at stage 2 must not be the same person that considered the complaint at stage 1. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | Once the complaint is escalated to stage 2, the complaint is going to be reviewed by a Director. |
| 6.14 | Landlords must issue a final response to the stage 2 **within 20 working days** of the complaint being acknowledged. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | We process stage 2 complaints in line with timescales and processes set out in the Code. |
| 6.15 | Landlords must decide whether an extension to this timescale is needed when considering the complexity of the complaint and then inform the resident of the expected timescale for response. Any extension must be no more than 20 working days without good reason, and the reason(s) must be clearly explained to the resident. | Yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | If an extension is necessary, the complainant would be consulted with, and a new deadline agreed, not exceeding the maximum deadline outlined in the Complaint Code, unless absolutely necessary and agreed with complainant. |
| 6.16 | When an organisation informs a resident about an extension to these timescales, they must be provided with the contact details of the Ombudsman. | Yes | All complainants are given a copy of the easy-to-read Your View Counts leaflet, at the beginning of the complaint process. | The leaflet is given to all complainants at the beginning of the process, and it outlines the complaint process, and contact details to all relevant authorities. |
| 6.17 | A complaint response must be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions must still be tracked and actioned promptly with appropriate updates provided to the resident. | yes | This is detailed in the Complaint Handling Policy and its easy-to-read version, the Your View Counts leaflet. | We aim to close complaints as quickly and promptly as possible. If appropriate, once the complaint is closed, Jewish Care might have a follow up meeting with the complainant to update them of any outstanding action plan. |
| 6.18 | Landlords must address all points raised in the complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate. | yes | This is detailed in the Complaint Handling Policy and serves as a guidance for staff on how to respond appropriately to complaints. | In addition to this, a meeting is also offered, to ensure complaint resolution. |
| 6.19 | Landlords must confirm the following in writing to the resident at the completion of stage 2 in clear, plain language:   1. the complaint stage; 2. the complaint definition; 3. the decision on the complaint; 4. the reasons for any decisions made; 5. the details of any remedy offered to put things right; 6. details of any outstanding actions; and 7. details of how to escalate the matter to the Ombudsman Service if the individual remains dissatisfied. | Yes | This is detailed in the Complaint Handling Policy and serves as a guidance for staff on how to respond appropriately to complaints. | The expectations on how an outcome letter should look like is outlined in the policy – this is a guideline, Jewish Care always tries to meet each complainants’ individual needs and will word the letter in a way that would best reassure the complainant.  On stage 2, the complainant will be advised that if they are still unhappy, they will be supported to refer their complaint to the Ombudsman. |
| 6.20 | Stage 2 is the landlord’s final response and must involve all suitable staff members needed to issue such a response. | Yes | Stage 2 is also referred to as a ‘Director’s review’, or ‘appeal stage’. | When a complaint is escalated to stage 2, the Director will review the complaint and the way it was handled on stage 1. |

# Point 7: Putting things right

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 7.1 | Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include:   * Apologising; * Acknowledging where things have gone wrong; * Providing an explanation, assistance or reasons; * Taking action if there has been delay; * Reconsidering or changing a decision; * Amending a record or adding a correction or addendum; * Providing a financial remedy; * Changing policies, procedures or practices. | yes | The Complaints Handling Policy ensures all staff handle complaints in a transparent way and aim to take action to rectify the situation, in line with the Ombudsman’s Code. | Jewish Care manages complaints in a very transparent and honest way. We are a learning organisation and always looking for room for improvement.  Learning is drawn from each complaint and action plan is put in place to ensure the service improves. Complainants (when appropriate) will be informed of this action plan. |
| 7.2 | Any remedy offered must reflect the impact on the resident as a result of any fault identified. | Yes | The Complaints Handling Policy ensures all staff handle complaints in a transparent way and aim to take action to rectify the situation, in line with the Ombudsman’s Code. | The guidelines set out by the Ombudsman and Jewish Care’s legal team will be followed regarding remedy payments. |
| 7.3 | The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion. | Yes | The Complaints Handling Policy ensures all staff handle complaints in a transparent way and aim to take action to rectify the situation, in line with the Ombudsman’s Code. | The guidelines set out by the Ombudsman and Jewish Care’s legal team are followed regarding remedy payments. |
| 7.4 | Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies. | yes | The Complaints Handling Policy ensures all staff handle complaints in a transparent way and aim to take action to rectify the situation, in line with the Ombudsman’s Code. | The guidelines set out by the Ombudsman and Jewish Care’s legal team are followed regarding remedy payments. |

# Point 8: Self-assessment, reporting and compliance

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 8.1 | Landlords must produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:   1. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements. 2. a qualitative and quantitative analysis of the landlord’s complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept; 3. any findings of non-compliance with this Code by the Ombudsman; 4. the service improvements made as a result of the learning from complaints; 5. any annual report about the landlord’s performance from the Ombudsman; and 6. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord. | Yes | All of these documents are published on Jewish Care’s website. | We produce an annual complaints performance and service improvement report as well as a qualitative and quantitative analysis of compliments and complaints, and the self-assessment against the Code. |
| 8.2 | The annual complaints performance and service improvement report must be reported to the landlord’s governing body (or equivalent) and published on the on the point of its website relating to complaints. The governing body’s response to the report must be published alongside this. | Yes | The Board of Trustees oversee the management of Jewish Care, and all documents relevant to the Code were published on Jewish Care’s website with the Board’s approval. | Jewish Care’s Board of Trustees has oversight of the complaints process, they also review quarterly complaint reports and monitor Jewish Care’s performance based on customer feedback. |
| 8.3 | Landlords must also carry out a self-assessment following a significant restructure, merger and/or change in procedures. | Yes | N/A | As/when this occurs, Jewish Care will comply with this point in such case and will liaise with the Ombudsman. |
| 8.4 | Landlords may be asked to review and update the self-assessment following an Ombudsman investigation. | Yes | N/A | As/when this occurs, Jewish Care will comply with the Ombudsman in such case. |
| 8.5 | If a landlord is unable to comply with the Code due to exceptional circumstances, such as a cyber incident, they must inform the Ombudsman, provide information to residents who may be affected, and publish this on their website Landlords must provide a timescale for returning to compliance with the Code. | Yes | N/A | As/when this occurs, Jewish Care will liaise with the Ombudsman in such case. |

# Point 9: Scrutiny & oversight: continuous learning and improvement

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Code provision | Code requirement | Comply: Yes / No | Evidence | Commentary / explanation |
| 9.1 | Landlords must look beyond the circumstances of the individual complaint and consider whether service improvements can be made as a result of any learning from the complaint. | Yes | The Complaints Policy outlines the debt in which we expect investigating managers to look at complaints and identify learning. | Each complaint is discussed on Directorate level and the improvement plan is reviewed quarterly. |
| 9.2 | A positive complaint handling culture is integral to the effectiveness with which landlords resolve disputes. Landlords must use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery. | Yes | Complaint Handling Policy ensures all staff approach complaints in mind with Jewish Care’s values. | Jewish Care’s approach to complaints is in line with our values of transparency and excellence. We use complaints as tool to learn and improve. |
| 9.3 | Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents’ panels, staff and relevant committees. | Yes | Complaint Handling Policy ensures all staff approach complaints in mind with Jewish Care’s values. | Jewish Care’s approach to complaints is in line with our values of transparency and excellence. We use complaints as tool to learn and improve.  Residents panels are held monthly to discuss feedback and what Jewish Care will do to improve the service. |
| 9.4 | Landlords must appoint a suitably senior lead person as accountable for their complaint handling. This person must assess any themes or trends to identify potential systemic issues, serious risks, or policies and procedures that require revision. | Yes | The Customer Experience Team, which can be contacted via [customerexperience@jcare.org](mailto:customerexperience@jcare.org) or via 2028 922 2324. | We have appropriate senior leadership and governance oversight of the complaints process and performance. |
| 9.5 | In addition to this a member of the governing body (or equivalent) must be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This person is referred to as the Member Responsible for Complaints (‘the MRC’). | Yes | The Board of Trustees oversee the management of Jewish Care. | The Board of Trustees receives quarterly and annual updates on themes, trends, stats and learning monitoring of complaints, and holds Jewish Care responsible to ensure continuous improvement. |
| 9.6 | The MRC will be responsible for ensuring the governing body receives regular information on complaints that provides insight on the landlord’s complaint handling performance. This person must have access to suitable information and staff to perform this role and report on their findings. | Yes | The Customer Experience Team is appointed to prepare informative and transparent reports for the Board of Trustees quarterly and annually, on Jewish Care’s complaint handling performance. | The Board, as well as Committees and Senior Managers receive quarterly reports on complaint trends, themes, stats and an update on the action monitoring, to ensure continuous improvement. |
| 9.7 | As a minimum, the MRC and the governing body (or equivalent) must receive:   1. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance; 2. regular reviews of issues and trends arising from complaint handling; 3. regular updates on the outcomes of the Ombudsman’s investigations and progress made in complying with orders related to severe maladministration findings; and 4. annual complaints performance and service improvement report. | Yes | The Customer Experience Team is appointed to circulate all this information to Committees, the Board, and all relevant Senior Managers. | As above, and in addition to the quarterly data, the Board of Trustees and the Managers Forum also receive an annual presentation that summarises all themes and trends in complaints (and compliments), what went well through the year, and what we learnt from complaints and what we are doing better now. |
| 9.8 | Landlords must have a standard objective in relation to complaint handling for all relevant employees or third parties that reflects the need to:   1. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments. 2. take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and 3. act within the professional standards for engaging with complaints as set by any relevant professional body. | Yes | Complaint Handling Policy ensures all staff approach complaints in mind with Jewish Care’s values and to ensure continuous improvement. | Jewish Care’s Complaint Handling Policy outlines the standards in which we expect each staff member to approach and handle complaints. |