**Example: Self-assessment against the requirements of the Code**

| **Code section** | **Action** | **Do we follow the Code:**  **Yes/No** | **Explanations and Commentary** |
| --- | --- | --- | --- |
| **1: Definition of a service request and complaint** | We recognise the difference between a service request and a complaint, and these are defined in our policies and procedures. | **Yes** | Jewish Care recognises the difference between a service request and a complaint. A service request is a request to Jewish Care requiring action to be taken to put something right (for example a repair request). Service requests are not complaints. A complaint must be raised when the client expresses dissatisfaction with the response to their service request, even if the handling of the service request remains ongoing. Jewish Care will not stop addressing the service request if the client complains. |
| **2: Exclusions** | Our complaints policy sets out circumstances where we would not consider a complaint. These are reasonable and do not deny individuals access to redress. | **Yes** | Jewish Care accepts all complaints unless there is a valid reason not to do so, for example the case became a legal proceeding or a police investigation. Jewish Care accepts complaints within 12 months of the issue occurring or the client becoming aware of the issue. However, each complaint will be considered on its own merits. If Jewish Care decides not to accept a complaint, an explanation is provided to the complainant, setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman. |
| **3: Accessibility and awareness** | We provide different channels through which individuals can make complaints. These are accessible and we can make reasonable adjustments where necessary | **Yes** | Our customers should find it easy to give feedback, even where this is perceived as negative.Concerns and complaints can be raised by email, letter or by completing the form titled ‘Remember Your View Counts’. People can also use the ‘contact us’ section of the website. Complaints can also be made verbally. In this case, a note is made of the content of the complaint, and a copy sent to the person making the complaint. This provides an agreed basis for investigation if required. |
| **4: Complaint handling resources** | We have designated, sufficient resource assigned to take responsibility for complaint handling. Complaints are viewed as a core service and resourced accordingly. | **Yes** | We have a designated team (Customer Experience Team) that manages the handling of complaints, monitors learning and service improvement plans. The team can be reached on [customerexperience@jcare.org](mailto:customerexperience@jcare.org) or via 0203922 2324. |
| **5: The complaint handling process** | 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. | **Yes** | We have a most up-to date Complaint Handling Policy that outlines and details the complaint process for all Jewish Care staff.  We also have an easy-to-read leaflet titled Your View Counts which outlines the complaint process for all out clients and their relatives, or visitors. This leaflet also has a poster version which is displayed at all our resources. |
| **6: Complaints stages (Stage 1)** | We process stage 1 complaints in line with timescales and processes set out in the Code. | **Yes** | We investigate complaints in a 10-working-days timeframe. Once the investigation is concluded, the complainant will receive a detailed outcome letter and/or will be invited to an outcome meeting to discuss the outcome with the investigating manager and the Head of the department. |
| **6: Complaints stages (Stage 2)** | We process stage 2 complaints in line with timescales and processes set out in the Code. | **Yes** | If the complainant is unhappy with the outcome, they have the right to appeal, and a Director will review their complaint in a 20-working-days’ timeframe. Once the investigation is concluded, the complainant will receive a detailed outcome letter and/or will be invited to an outcome meeting to discuss the outcome with the investigating manager and the Director of the department. If the complainant is still unhappy with the outcome, we will support them to refer their complaint to the Ombudsman. |
| **7: Putting things right** | When something has gone wrong, we take action to put things right. | **Yes** | Where something has gone wrong Jewish Care acknowledges this and set out the actions it has already taken, or intends to take, to put things right. Any remedy offered must reflect the impact on the complainant as a result of any fault identified. |
| **8: Performance reporting and  self-assessment** | We produce an annual complaints performance and service improvement report for scrutiny and challenge which includes a  self-assessment against the Code. | **Yes** | Jewish Care produces an annual (as well as quarterly) performance and service improvement report to identify trends in complaints and monitor learning plans. Jewish Care also provides a self-assessment against the Housing and Local Social Care Ombudsman’s Complaint Handling Code. The self-assessment reports and the annual performance & service improvement report are published on Jewish Care’s website. |
| **9: Scrutiny & Oversight** | We have appropriate senior leadership and governance oversight of the complaints process and performance. | **Yes** | Jewish Care’s Board of Trustees has oversight of the complaints process, reviews the above-mentioned quarterly reports, and monitors Jewish Care’s performance based on customer feedback. |