

# YOUR VIEW COUNTS

Compliments ■ Comments ■ Complaints



A word cloud of feedback-related terms. The words are arranged in various sizes and orientations, with 'Feedback' being the largest and most prominent. Other large words include 'Comments', 'Compliments', 'Suggestions', 'Views', and 'Praise'. Smaller words include 'Remarks', 'Complaints', 'Criticism', 'Care', 'Ideas', 'Thanks', 'Concerns', 'Information', 'Service', 'Standards', 'Observations', 'Quality', 'Visitors', and 'Contact'.

Feedback

Comments

Compliments

Suggestions

Views

Praise

Remarks

Complaints

Criticism

Care

Ideas

Thanks

Concerns

Information

Service

Standards

Observations

Quality

Visitors

Contact

## HOW ARE WE DOING?

Jewish Care believes that everyone who comes into contact with the organisation should be treated with the highest standards of professional care and respect. We welcome your views, so let us know what we do well and what we can do better. We take what you tell us seriously and regularly report on our compliments and complaints to Jewish Care's Trustee Board. Your feedback will help us to improve and to meet the high standards we strive to attain.

## PAY US A COMPLIMENT

It is good to hear when we do something well, it helps us to do even better. For those staff and volunteers who go 'above and beyond', we have established the Jewish Care recognition scheme. Let us know if someone is making a difference to you.

## MAKE A COMMENT

If you have a comment, suggestion or idea you would like to share with us, then we would like to hear your views.

## MAKE A COMPLAINT

Our aim is to resolve complaints or concerns as speedily as possible.

- Please inform the person in charge of the service if you are concerned about something. It is quite possible they will be able to sort out the problem straight away. If the problem cannot be resolved immediately, you will receive a response within seven working days. If more time is required, we will explain why and agree a new deadline in writing.
- If you feel unable to discuss your concern with the person in charge, you can call, email or write to our Amélie House office, or complete and return the attached form.
- If you make your initial complaint to Amélie House, we will send you a written acknowledgement within three working days of receiving it. Following a thorough investigation, you will receive our initial response within 20 working days of our receiving your complaint. If your complaint is about a Retirement Living service, you will receive our initial response within ten working days of our receiving your complaint.
- You may, of course, arrange to meet the person conducting the investigation to discuss your concerns at any time during the process.

- If you are dissatisfied with the initial response to your complaint, please contact us at Amélie House. Your complaint will be referred to a Jewish Care Director for further consideration. The Director will provide you with the final decision in writing within 20 working days unless we have previously agreed an alternative deadline.
- We will cooperate fully with anyone acting on your behalf, subject to their having the appropriate authority to do so.
- We will not discriminate against you for having made a complaint.

## **HELP FROM AN INDEPENDENT BODY**

### **Regulated Services**

Jewish Care's care services are regulated by the Care Quality Commission (CQC). Even though CQC do not usually investigate individual complaints they would like to hear about your experience. Their contact details are:

**Telephone: 03000 616 161 • Website: [cqc.org.uk](http://cqc.org.uk)**

**Address: Care Quality Commission, Citygate  
Gallowgate, Newcastle-upon-Tyne NE1 4PA**

The Local Government and Social Care Ombudsman can investigate complaints from anyone using a regulated service such as care homes or care in the Retirement Living scheme. You can contact the Local Government and Social Care Ombudsman at any time during the investigation process or if you are dissatisfied with the outcome. We will cooperate fully with the Ombudsman during any investigation and comply with the resulting decision. Their contact details are:

**Telephone: 0300 610 614 • Website: [lgo.org.uk](http://lgo.org.uk)**

**Address: The Local Government Ombudsman  
PO Box 4771, Coventry CV4 0EH**

## **Retirement Living**

If you are a tenant and have a complaint about the property or our treatment of you as a tenant, the Housing Ombudsman Service may be able to look into our handling of your complaint.

The Housing Ombudsman would expect you to contact us direct with your complaint in the first instance. If your complaint is not resolved directly through our process, you can then contact the Housing Ombudsman. We will cooperate fully with the Ombudsman during any investigation and comply with the resulting decision. More information on the Housing Ombudsman's complaints process can be found on their website. You can contact the Housing Ombudsman at:

**Telephone: 0300 111 3000 • Website: [housing-ombudsman.org.uk](http://housing-ombudsman.org.uk)**

**Address: Housing Ombudsman Service  
PO Box 152, Liverpool L33 7WQ**

## **Advice**

Age UK provides free independent advice about money, care and housing for people aged over 55. Their contact details are:

**Telephone: 0800 678 1602 • Website: [ageuk.org.uk](http://ageuk.org.uk)**

Citizens Advice Bureau provides free, confidential and impartial advice on a range of issues including housing, law and rights, money, and more. Their contact details are:

**Telephone: 0800 144 8848 • Website: [citizensadvice.org.uk](http://citizensadvice.org.uk)**

## **FUNDRAISING**

Jewish Care is a member of the Institute of Fundraising (IoF) and the Fundraising Regulator. You can raise a complaint about Fundraising directly with us or with the Fundraising Regulator.

To raise a complaint with us please contact the Customer Experience Team (contact details are on page 6). The Fundraising Regulator will usually advise people to contact us in the first instance, and to contact them if you do not receive a response from us within four weeks, or are not satisfied with our response. They ask that people contact them within two months of an organisation's final response to a complaint about fundraising.

The Fundraising Regulator has a form on their website which can be used to raise a complaint with them. The form and an explanation of their process can be found on their website. The Fundraising Regulator can be contacted at:

**Telephone: 0300 999 3407 • Website: [fundraisingregulator.org.uk](https://www.fundraisingregulator.org.uk)**

**Address: Fundraising Regulator, Eagle House  
167 City Road, London EC1V 1AW**

## CONTACTING US

You can contact us by completing the form or by:

**Telephone:** 020 8922 2324  
**Email:** [customerexperience@jcare.org](mailto:customerexperience@jcare.org)  
**Address:** The Customer Experience Team  
Jewish Care  
Amélie House  
Maurice and Vivienne Wohl Campus  
221 Golders Green Road  
London  
NW11 9DQ

Whatever your reason for contacting us, it would help if you could provide the following information:

- The name of the service, department or resource you have been involved with.
- Your relationship with the service/department, eg client, relative, visitor.
- Details of your compliment, comment or complaint, including details of anyone concerned.
- Your preferred address, email or phone number.

Thank you for taking the time to give us your views.  
We look forward to hearing from you.



Registered with  
**FUNDRAISING  
REGULATOR**



Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London NW11 9DQ  
Telephone: 020 8922 2000 Email: [info@jcare.org](mailto:info@jcare.org) [jewishcare.org](http://jewishcare.org)

Charity Registration Number 802559 Registered in England Number 2447900. Registered address: as above

## HOW ARE WE DOING?

I would like to pay a compliment

I would like to make a comment

I would like to make a complaint

Please give us the name of the department, service or resource to which your compliment, comment or complaint relates below

**Name of department, service, resource** .....

Please tell us who you are

Client

Relative

Volunteer

Visitor

Other

Please specify .....

Your name .....

Your preferred way of contact:

Date .....

We will share the information you have given us within Jewish Care to improve our services. If you are happy for us to use your comments in our external communications and marketing, **please tick this box:**

Jewish Care will store and process the personal data you have supplied on this form for the purposes of you paying a compliment, to make a comment or complaint.

We will only share your personal data and the information you have given us in order to look into, respond to, and learn from your feedback. Generally we would share internally only, and would only share outside the organisation with your consent unless it is necessary to do so in the interests of safeguarding, or of regulatory or legal compliance. However, if you wish for your name not be disclosed, please indicate below:

**I would like to remain anonymous**

You are in control of how we use your personal data. If you wish for us to stop or change how we contact you, please contact the Customer Experience Team at: Jewish Care, Amelie House, Maurice & Vivienne Wohl Campus, 221 Golders Green Road, London, NW11 9DQ, Email: [customerexperience@jcare.org](mailto:customerexperience@jcare.org), telephone: **020 8922 2324**.

For further information regarding how we will use your personal data and keep it safe and secure, please refer to our privacy statement that can be found on our website at: [jewishcare.org/privacy-statement](https://www.jewishcare.org/privacy-statement). Please also contact the Customer Experience Team if you want to receive a hard copy of our privacy notice.

Please give details of your compliment, comment or complaint



Lined area for providing details of feedback, consisting of multiple horizontal dotted lines.

Thank you for your feedback

Please return to:

**Customer Experience Team, Jewish Care  
Amélie House, Maurice and Vivienne Wohl Campus  
221 Golders Green Road, London NW11 9DQ**