

## Our Trustees said:

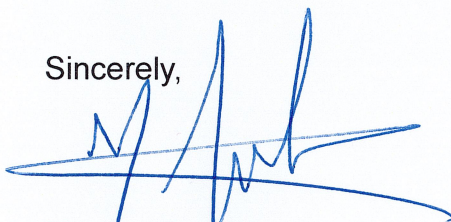
Jewish Care's Board of Trustees reviewed the Annual Complaints Performance and Service Improvement Report and self-assessment against the Local Government and Social Care Ombudsman and the Housing Ombudsman's Complaint Handling Code 2025. All of these documents are now published on the website.

We are pleased to confirm that our complaint handling processes continues to be fully aligned with the Housing Ombudsman and Local Government and Social Care Ombudsman Complaints Handling Codes. Our thorough self-assessment confirms our compliance, and we are committed to continually refine our practices.

The Board will continue to review the complaint performance and service improvement quarterly (as well as annually) and will continue to hold Jewish Care accountable to ensure the organisation's commitment to addressing all concerns and enhancing our services.

We have made improvements in response to complaints received throughout the year, these are detailed in the Annual Report. Jewish Care will continue publishing all the key learning points each year. We remain committed to delivering high quality services to our clients and to be guided by their valuable feedback.

Sincerely,



**Marcus Sperber**  
Chair, Jewish Care

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