

Our Trustees said:

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

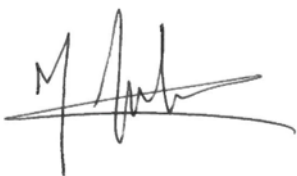
We are pleased to confirm that our complaint-handling processes continue to be fully aligned with the Housing Ombudsman and Local Government and Social Care Ombudsman Complaint Handling Codes. Our thorough self-assessment confirms our compliance, and we are committed to continually refining our practices.

The Board will continue to review complaint performance and service improvement on a quarterly basis, 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, and these are detailed in the Annual Report. Jewish Care will continue to publish the key learning points each year. We remain committed to delivering high-quality services to our clients and to being guided by their valuable feedback.

Sincerely,

Signed by the Chair on behalf of the Board



Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London NW11 9DQ

Telephone: 020 8922 2000 Email: info@jcare.org www.jewishcare.org

Life President The Lord Levy

President Steven Lewis MBE

Honorary Presidents Dame Gail Ronson DBE, Jonathan Zenios, Stephen Zimmerman **Chief Executive** Daniel Carmel-Brown

Senior Vice Presidents Linda Bogod, Debra Fox, Nicola Loftus, Arnold Wagner OBE

Chair Marcus Sperber **Vice Chairs** Leah Hurst, Gayle Klein **Treasurer** Darren Braham

Trustees/Directors: Tessa Arnold, Michael Brodtman, Stephanie Cooper, Dr Charles Daniels, Harold Gittelmon, Jonathan Rose, Dr Abigail Swerdlow, Amy

Woolf Charity Reg No 802559. Jewish Care – a company limited by guarantee. Reg in England No 2447900. Registered Address: as above