

YOUR VIEW COUNTS

Compliments ■ Comments ■ Complaints

Feedback

Compliments

Comments

Views

Suggestions

Praise

Criticism

Complaints

Remarks

Observations

Information

Service

Standards

Quality

Concerns

Ideas

Thanks

Care

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.

WHAT IS A COMPLAINT?

We define a complaint as any expression of dissatisfaction about the standard of service provided by us, our staff, or anyone acting on our behalf. A complaint may relate to an action we have taken, or something we have failed to do, and may affect one or more customers or residents. A complaint is different from a service request. A service request is when someone asks us to put something right.

MAKE A COMPLAINT

Our aim is to resolve complaints as speedily as possible.

- You can raise a complaint with any member of staff in person, via a telephone call, email or letter, or by filling in the attached form.
- If you want to contact our Customer Experience Team direct, please see their contact details on page 6.
- However you raise your complaint, we will acknowledge it in writing within three working days of receiving it. Following a thorough investigation, 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 our Customer Experience Team. 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 ten 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

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

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

Address: Housing Ombudsman Service

PO Box 1484, Unit D, Preston PR2 0ET

Complaints under the ARCO Code

As an 'Approved Operator' of the Associated Retirement Community Operators (ARCO), we seek at all times to comply with the ARCO Consumer Code (see www.arcouk.org). ARCO itself does not have a complaint handling function but has nominated The Property Ombudsman as its Alternative Dispute Resolution provider. Where we are unable to resolve satisfactorily a complaint about compliance with the Code, you may refer this to The Property Ombudsman:

Telephone: 01722 333306. Email: admin@tpos.co.uk. Website: tpos.co.uk

Address: Milford House, 43-55 Milford Street,

Salisbury, Wiltshire SP1 2BP

You should normally make any referral within 12 months of receiving our final decision, to facilitate the Ombudsman's investigation. We will cooperate fully with the Ombudsman during any investigation and comply fully with the Ombudsman's final decision, which will be binding on us.

Complaints in relation to rents

Certain complaints in relation to rents may also be referred to the Residential Property First-tier Tribunal. We will provide you with contact details for the relevant office where your complaint appears to fall within the remit of the Tribunal.

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

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

FUNDRAISING

Jewish Care is a member of the Chartered Institute of Fundraising (CloF) 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

**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
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 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 to 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**, 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**. Please also contact the Customer Experience Team if you want to receive a hard copy of our privacy notice.

[illegible]

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**