

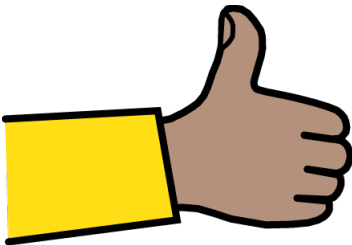


Leave us feedback



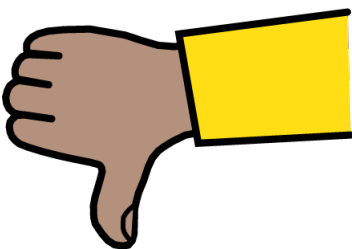


Joseph Rowntree Housing Trust welcomes feedback on what we do and how we do it.



You may want to let us know when someone has helped you or done something really well so we can keep doing it.

We call this a compliment.



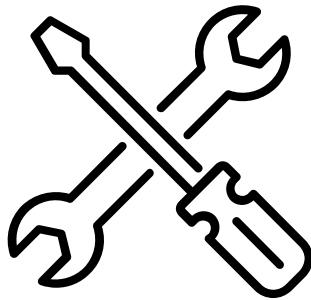
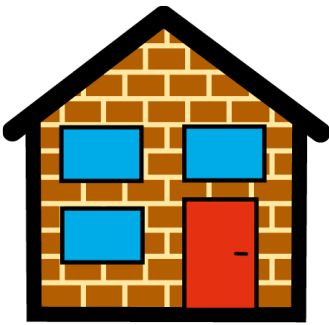
A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents. (Housing Ombudsman definition September 2020).

You may want to let us know when we have not provided a good service so we can make it right.

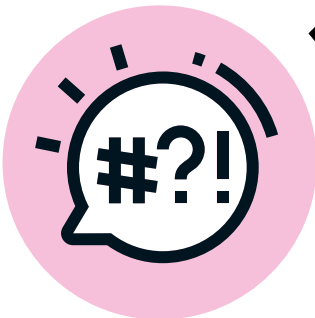
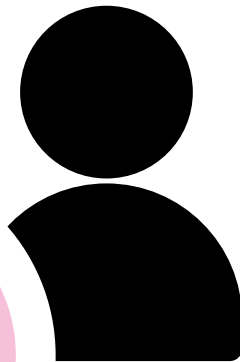
We call this a complaint.



This might be about your care.



A repair to your home.



Or about the behaviour of a member of staff.



You can contact us directly or ask a family member, friend or member of staff to help you.

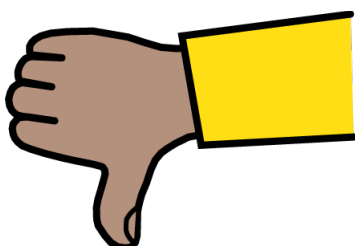


We will listen to feedback and tell you what we will do next.



We will look into the problem and tell you what we find within two weeks.

This is called Stage One: Initial complaint investigation and response.



If you are not happy with what we say, you can let us know.

This is known as an appeal.

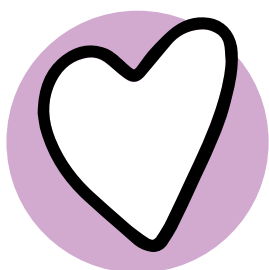


We may ask you some more questions to make sure we understand the problem.



We will then tell you what we find within three weeks.

This is called Stage Two: Review of initial investigation and is the end of our process.



We have learnt that complaints relating to care services are often complex. A response date for Stage One and Two is 28 days.





If you are still not happy you may want to talk to a different organisation who can help you.

This may be the Housing Ombudsman, Care Quality Commission or Charity Commission.



We can give you the details of these places.



There are many ways you can contact us. You can speak to any of our staff.



Call

You can call us on 0800 587 0211



Email

Send an email to
feedback@jrht.org.uk



Website

Use our website at
www.jrht.org.uk



Letter

Or write a letter to Feedback Team,
JRHT, The Garth, White Rose Avenue,
New Earswick, York, YO32 4TZ



We take the security of personal information very seriously.



You can contact our Information Governance Team at ig@jrf.org.uk for more information.