

# Leave us feedback

Compliments, comments and complaints



# Tell us what you think... your views matter to us


Joseph Rowntree Housing Trust is committed to providing the best service possible. We welcome compliments, comments and complaints about our services so that we can continually improve what we do and how we do it.

## Why should I get in touch?


- **Compliments:** You may want to compliment someone who has helped you or let us know if we have done something particularly well so that we can keep doing it.
- **Comments:** You may want to comment and make suggestions about the quality of our existing services or recommend additional services.
- **Complaints:** You may want to make an expression of dissatisfaction, 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 a group of residents.




## How can feedback be provided?

 **In person** - you can speak to any of our staff

 **Telephone** - 0800 587 0211

 **Letter** - Feedback Team, JRHT, The Garth, White Rose Avenue, New Earswick, York, YO32 4TZ

 **Email** - [feedback@jrht.org.uk](mailto:feedback@jrht.org.uk)

## What information is in this leaflet?

- How do I comment or give a compliment?
- How do we learn from feedback received?
- What can I complain about?
- Can I get help to make a complaint?
- What can I expect when I make a complaint?
- Who can make a complaint?
- What is the complaints process?
- How do I take my complaint further?
- How do we protect your privacy?



# Comments and compliments

It is important for us to gather as much feedback as possible about our services. Comments and compliments can be as helpful as complaints to show us where services are working well and where we need to make changes to further improve.

## How do I comment or give a compliment?

You can use the contact details on page 2 to share any comments or compliments you have about a service.

## How do we learn from the feedback received?

When we receive feedback, whether it's a compliment, comment or complaint, we will always try to use the feedback to improve how we do things in the future. Our lessons learned process helps us to do this.

Our lessons learned process identifies key learning actions from every compliment, comment or complaint we receive. All our operational sites then refer to the lessons learned to inform service improvement across the organisation.



# Complaints

## What can I complain about?

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” (Definition: Housing Ombudsman, 2020).

Below is a list of the types of things you may wish to complain about:

- If you receive a poor-quality service – including services we have arranged but are delivered by an independent provider.
- The attitude or behaviour of a member of staff.
- If we have failed to follow our policies or procedures.
- If we have failed to follow Care Quality Commission regulations or other legal obligations.
- Your experience of our care delivery.



- If you have not been kept informed about the progress of a repair to your home.

## Can I get help to make a complaint?

You can ask a friend or relative, a local Councillor or an MP to speak to us on your behalf. If you prefer, we can also put you in contact with

an independent organisation or a voluntary agency. If you want to complain in person but have a disability that prevents you from doing so, we can arrange a visit to gather the details of your complaint. Or we can telephone you to talk about the best way we can help you with your complaint.



## What can I expect when I make a complaint?

We will do our best to resolve the issue as soon as possible. If this is not possible, we will:

- Discuss with you exactly what it is you are unhappy about and what you would like to see happen in regard to your complaint.
- Explain how we will investigate your complaint, how long it will take to complete and any actions that we will be taking as a result of your complaint.



## Who can make a complaint?

- The person who receives the service (the service user).
- Someone acting on behalf of the service user with their consent.
- If a service user does not have the capacity to make their own decisions, a friend or relative may make a complaint on their behalf.



# Complaints process

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When you make a complaint, we will make every effort to resolve the matter straight away. But if this is not possible, we will proceed with our formal complaints process. We have a two-stage complaints process.

## **Stage One: Initial complaint investigation and response**

- We will handle your complaint fairly, impartially, professionally and objectively.
- We will investigate the issue thoroughly.
- We will keep you informed of the progress using your preferred method of communication.
- We will investigate and respond to your complaint within 10 working days. If the complaint is more complicated, we may need more time to respond but we will keep you updated on how things are progressing and will respond within a reasonable timescale.

## Stage Two - Review of initial investigation

If you are not happy with the outcome of your complaint you may want to appeal. You can appeal within 10 working days of receiving your first response.

In this instance we will:

- Ask you to clarify what remains unsolved.
- Ask you for additional information.
- Ask you what action you think we should take.
- Make sure a senior member of staff reviews and investigates the complaint.
- Provide a full explanation within 15 working days.



This is the final stage of our complaints process but if you are still not satisfied with the response to your complaint, you can contact an external organisation, such as the Housing Ombudsman, Care Quality Commission or Charity Commission, to conduct further investigations.

The contact details of these organisations are on page 8.

## Care complaints

We have learnt that complaints relating to care services are often more complex.

Investigating a care complaint can also be more difficult, due to the need to speak to staff who work shifts and / or relatives who may not live locally.

As a result the target response rate for Stage One and Stage Two complaints has been extended to 28 days.

## Putting things right

There are several ways we can put things right if we have got something wrong.

We can:

- Say sorry.
- Provide an explanation or more information.
- Take any necessary action to remedy the situation.
- Use lessons learned to improve our services.
- Arrange training or guidance for staff.



# Where can I find more information if I would like to take my complaint further?

## Contact details

### Housing Service complaints:

Housing Ombudsman Service,  
PO Box 152, Liverpool, L33  
7WQ

Tel: 0300 111 3000

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Website: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### Care Services complaints:

Local Government  
Ombudsman, PO Box 4771,  
Coventry, CV4 0EH

Tel: 0300 061 0614

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

### Rent levels, service charge or leasehold valuations complaints:

First-tier Tribunal (Property Chamber), 1st Floor, Piccadilly Exchange, Piccadilly Plaza, Manchester, M1 4AH

Tel: 0161 237 9491

Email:

[rpnorthern@hmcts.gsi.gov.uk](mailto:rpnorthern@hmcts.gsi.gov.uk)

### Care Quality Commission

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints about providers, but can receive information about our care services.

Contact the CQC at:  
CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 0300 061 6161

Website: [www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)

### Charity Commission

Charity Commission, PO Box 211, Bootle, L20 7YX

Website: [www.gov.uk/government/organisations/charitycommission](http://www.gov.uk/government/organisations/charitycommission)



## Our contact details for complaints

Tel: 0800 587 0211

Letter: Feedback team, JRHT, The Garth, White Rose Avenue, New Earswick, York, YO32 4TZ

Email: [feedback@jrht.org.uk](mailto:feedback@jrht.org.uk)

Alternatively, you can speak to us in person at any of our sites.





# Local authority contacts

## York

City of York Council, Adult Social Care Team, West Offices, Station Rise, York, YO1 6GA

Tel: 01904 555111

Email: [adult.socialsupport@york.gov.uk](mailto:adult.socialsupport@york.gov.uk)

## Scarborough

Health and Adult Services, FREEPOST DL76, North Yorkshire County Council, County Hall, Northallerton, DL7 8BR

Tel: 0800 515875

Email: [social.complaints@northyorks.gov.uk](mailto:social.complaints@northyorks.gov.uk)

## Hartlepool area

Child and Adult Services, Hartlepool Borough Council, Civic Centre, Victoria Road, Hartlepool, TS24 8AY.

Tel: 01429 523390

Email: [dutyteam@hartlepool.gcsx.gov.uk](mailto:dutyteam@hartlepool.gcsx.gov.uk)

## Leeds

Adult Social Care, Leeds City Council, Civic Hall, Leeds, LS1 1UR

Tel: 0113 222 4401

Email: [feedback@leeds.gov.uk](mailto:feedback@leeds.gov.uk)

## East Riding

Adult Social Care, East Riding of Yorkshire Council, County Hall, Beverley, HU17 9BA

Tel: 01482 393939

Email: online contact form at [www.eastriding.gov.uk/council/contact-the-council/contact-us/](http://www.eastriding.gov.uk/council/contact-the-council/contact-us/)

# We care about your privacy

We take the security of personal information very seriously. Under data protection legislation, Joseph Rowntree Housing Trust are required to set out why we collect personal information; how we use that information; who we share it with; how long we keep it for and how we dispose of information. We are also required to advise you of your rights in relation to information we hold.

This is set out in our privacy notice, a full copy of which can be found on our website at [www.jrht.org.uk/privacynotice](http://www.jrht.org.uk/privacynotice) or you can contact our Information Governance team at [ig@jrf.org.uk](mailto:ig@jrf.org.uk) for more information.



## Other formats

This information is available in alternative formats such as large print, Easy Read and may be available in alternative languages upon request. Please call **0800 587 0211** or email **[information@jrht.org.uk](mailto:information@jrht.org.uk)**.

JRHT, The Garth, White  
Rose Avenue, New  
Earswick, York, YO32 4TZ

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