

## Joseph Rowntree Foundation Residential Complaints

### Do you need to make a complaint?

你想提出投訴、意見或給予表揚嗎？

আপনি কি অভিযোগ, অভিমত অথবা প্রশংসা করতে চান?

Şikayette bulunmak, yorum yapmak veya övmek ister misiniz?

کیا آپ شکایت، تبصرہ یا ستائش کرنا چاہتے ہیں؟

Czy chcesz złożyć zażalenie, przekazać uwagi

lub słowa uznania?



**This leaflet can be provided in other formats, such as large print, Braille or audio. We welcome calls through typetalk**

This information can be provided in your own language

我們可提供本資訊的繁體中文版本 (Cantonese)

এই তথ্য আপনার মাতৃভাষায় সরবরাহ করা যাবে (Bengali)

یہ معلومات آپ کی اپنی زبان میں فراہم کی جا سکتی ہے۔ (Urdu)

Bu bilgiler sizin dilinizde sunulabilir (Turkish)

Te informacje mogą być dostarczone w Twoim własnym języku (Polish)

**For further information call 01904 735012**



We want to provide good quality services. When our service is not as good as it should be, we want to know about it so we can put things right. We aim to resolve issues at the earliest possible opportunity and wherever possible before you need to use this complaints procedure.

This leaflet provides you with information about what to do if you have a complaint about a service provided by JRF or on behalf of JRF.

## **What is a complaint?**

A complaint is anything that has caused you to be dissatisfied about the service you have received from JRF, a JRF agent or service provider on behalf of JRF. Complaints may be about poor or slow service, lack of service, lack of information, quality of service, conduct or attitude of JRF or other service providers appointed by JRF.

We aim to:

- deal with your complaint quickly
- handle it fairly and politely
- deal with it in an impartial and objective manner
- look into it fully
- resolve the problem where possible

## **The resolution process**

The first thing you should do is contact the Managing Agent, to allow the Managing Agent the opportunity to resolve the matter. If, after having done this, you remain dissatisfied then please contact the Leasehold and Lettings Manager at JRF by phone, email or letter. The contact details are:

Leasehold and Lettings Manager JRF, The Homestead, 40 Water End, York, YO30 6WP. Tel 01904 735012 email; [information@jrf.org.uk](mailto:information@jrf.org.uk)

Please give details of your complaint and what you think we should do to put things right.

Alternatively you could record your complaint on audio, or ask a member of staff to write it down for you. We will accept complaints made on your behalf.

Your complaint will be acknowledged, in writing, within 5 working days.

The Leasehold and Lettings Manager will clarify with you the exact nature of the issue causing you concern. He will take all reasonable steps to establish the circumstances and facts and seek to resolve the matter to your satisfaction. He will do this and put the outcome in writing to you within 10 working days.

We hope that most complaints can be addressed at this stage; however, if you do not think your concerns have been addressed satisfactorily you can use our Complaints Procedure which is explained below.

We will tell you if we do not think there has been a service failure and what alternative course of action we will follow outside of our complaints process. If the complaint is about a service you have received from another party, (i.e. neither JRF nor somebody acting on behalf of JRF), then we will try to assist you in identifying who you should raise your complaint with.

## **Comments and Enquiries**

You may wish to make a comment or have an enquiry about a service you have received, but you may not consider this to be a complaint. We will consider all the comments we receive and decide if any further action is necessary. We will acknowledge your comment within 5 working days and tell you what action, if any, will be taken within 10 working days.

## Clarification

You may require clarification or an explanation of a policy or a decision we have made. We will acknowledge your request within 5 working days and seek to provide you with a full response within 10 working days.

In some instances you may not consider or describe a matter to be a complaint, but on further consideration of your circumstances, we may choose to deal with the matter within our complaints process. We will advise you of this prior to taking any further action.

The complaints process

### **Stage 1: Making your complaint**

What you can expect from us:

The Leasehold and Lettings Manager will refer the matter to the Service Improvement Officer who co-ordinates the complaints process for JRF residential properties.

- The Service Improvement Officer will send you a letter acknowledging your complaint and advising you what action we will take. You will get this letter within 5 working days of the referral. We will tell you:
  - when you can expect a full reply
  - the name of the person who will be dealing with your complaint.
- When we investigate your complaint, your identity will only be made known to people who need to know in order to give your complaint full consideration. In some instances it may not be possible to preserve confidentiality and, if you have requested this, we will discuss this matter with you before taking any further action.

- We aim to give you a full reply within 10 working days. Usually we can do this but if your complaint is complicated, it may take longer. If this happens, we will let you know within 10 working days explaining:
  - why a full reply will take longer
  - what we are doing to deal with your complaint
  - when you can expect an answer.
- If we agree that you had a good reason to complain, we will apologise and try to put things right as soon as we can. If we disagree or cannot put things right, we will tell you why and give you a full explanation of the course of action we have taken.

Complaints about members of staff will be dealt with by a more senior member of staff. Complaints which are considered to be very serious or complex, (for example a complaint against the Chief Executive or a Trustee), may be considered immediately at either stages two or three and may require the appointment of an independent person to deal with the complaint.

We will exercise our discretion but only omit stages in exceptional circumstances.

## **Stage 2: What to do if you are not happy with the outcome**

If you are not happy with the reply, please contact the Service Improvement Officer who will refer the matter to the appropriate Senior Manager or Director. You can telephone, email or write a letter. You should explain why you are not happy with our replies and what action you think we should take. We will acknowledge your request within 5 working days.

What you can expect from us:

- We will ask a Senior Manager or Director to take a fresh look at your complaint and carry out an investigation. We will write

to you with the results of the investigation within 15 working days.

- If the Senior Manager or Director thinks you had a good reason to complain, we will apologise and take action to put things right as soon as possible.
- If the Senior Manager or Director upholds our original decision you will be given a full explanation of the reason why.
- When we investigate your complaint, your identity will only be made known to people who need to know in order to give your complaint full consideration. In some instances it may not be possible to preserve confidentiality and, if you have requested this, we will discuss this matter with you before taking any further action.
- We aim to give you a full reply within 15 working days. Usually we can do this but if your complaint is complicated, it may take longer. If this happens, we will let you know within 15 working days explaining:
  - why a full reply will take longer
  - what we are doing to deal with your complaint
  - when you can expect an answer.
- If we agree that you had a good reason to complain, we will apologise and try to put things right as soon as we can. If we disagree or cannot put things right, we will tell you why and give you a full explanation of the course of action we have taken.

### **Stage 3: What to do if you're still not happy**

If you are not happy with the reply, please contact the Service Improvement Officer. You can telephone, email or write a letter. You should explain why you are not happy with our replies and

what action you think we should take. We will acknowledge your request within 5 working days.

What you can expect from us:

We will refer your complaint to the JRF Chief Executive or someone nominated by the Chair of Trustees who is considered to be sufficiently independent of the organisation to enable a robust and impartial review of the complaint. If your complaint is about the JRF Chief Executive or the Chair of Trustees, a group of Trustees will nominate an independent person. The nominated person will look at your complaint and may invite you to attend a meeting. You may bring along someone else to advocate and /or provide support. We will try to provide you with a response within 6 weeks.

- If they consider you had good reason to complain, we will apologise and take action to put things right as soon as possible.

***Please note that, in exceptional circumstances we may agree changes to the procedures set out above where deemed appropriate, in order to facilitate the successful resolution of a complaint.***

## **Taking your complaint further**

If you have tried all three steps in our Complaints Procedure and you are still not satisfied either with the outcome or the procedure which has been followed in addressing your complaint, (for example you may not be satisfied that your complaint was considered by someone sufficiently independent of the organisation), then you have the right to take your complaint to the Housing Ombudsman or Leasehold Valuation Tribunal.

***For complaints relating to service delivery;***

**Housing Ombudsman Service**

**Write to**

Housing Ombudsman Service  
81 Aldwych  
London  
WC2B 4HN

**Telephone**

**0300 111 3000**

**Minicom**

020 7404 7092

**Fax**

020 7831 1942

**Email**

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

The Independent Housing Ombudsman service is not able to consider complaints relating to the level of rent or service charge on a property.

***For complaints with regard to Leasehold Valuations:*****Local Leasehold Valuation Tribunal**

Residential Property Tribunal Service

First Floor

5 New York Street

MANCHESTER M1 4JB

Tel: 0845 100 2614 or 0161 237 9491

Fax: 0161 237 3656

Email: [northern.rap@communities.gsi.gov.uk](mailto:northern.rap@communities.gsi.gov.uk)

**Persistent complaints**

We reserve the right, in exceptional circumstances, to refuse to deal with complaints that are pursued in an unreasonable way. In these circumstances the complainant would still be able to take their complaint straight to the Ombudsman or relevant organisation as detailed above.

**Further information**

If you require any further information or have a query about our complaints process then please contact:

Leasehold and Lettings Manager JRF, The Homestead, 40 Water End, York, YO30 6WP.

***Joseph Rowntree Foundation***

The Homestead,  
40 Water End,  
York,  
YO30 6WP

Tel: 01904 629241  
Fax: 01904 620072

We welcome calls through typetalk  
Email: [info@jrf.org.uk](mailto:info@jrf.org.uk)  
[www.jrf.org.uk](http://www.jrf.org.uk)

Updated March 2009