



Making a complaint

JRF JOSEPH
ROWNTREE
FOUNDATION

JRHT JOSEPH
ROWNTREE
HOUSING TRUST

This leaflet explains:

- what is a complaint
- complaints process
- stage two
- putting things right
- compensation
- learning.

How you can register a complaint:

- in person 
- telephone 
- letter 
- email 
- website. 

What is a complaint

We try to provide the best possible service at all times, but we don't always get it right. When this happens, we want to know about it.

You may want to complain if you feel we have:

- Failed to follow our policies or procedures.
- Failed to do something that we should have done.
- Done something badly.

A complaint is not:

- An initial request for a service, such as the first report of a repair.
- An initial request for information or an explanation.
- About something that is out of our control or is not our responsibility (eg. street lights/ car parking).
- About anti-social behaviour, as these complaints are dealt with under another procedure.
- A disagreement with any of our policies. Except on the grounds of equality.

In addition JRHT will be unable to investigate complaints relating to issues over six months old unless there are exceptional or extenuating circumstances.

Complaints process

We have a two-stage complaints process.

When you make a complaint, every effort will be made to try to resolve the matter straight away. We reserve the right to continue to handle matters deemed to be

trivial or minor outside of the formal complaints process.

We may ask you to tell us what outcome you're hoping for and if there is a simple solution to your problem; we may ask you if you're happy to accept this.

We will:

- Acknowledge your complaint within two working days from the date we receive your complaint.
- Provide you with the name of the appropriate member of staff who will investigate and provide a response.
- Keep you informed of the progress until resolution.
- Aim to provide a response within five working days after the acknowledgement.
- Let you know if longer is required, and contact you to let you know when we will be able to provide you with a full response.
- Handle all complaints fairly, impartially, professionally and objectively.
- Investigate the issue thoroughly.

Stage two

If you are not happy with the outcome of your complaint you may want to appeal.

We will:

- Ask you to clarify what remains unsolved.
- Ask you for additional information.
- Ask you what action you think we should take.
- Acknowledge your request within five working days.
- Make sure a more 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.

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.
- Use lessons learned to improve a service.
- Arrange training or guidance for staff.

Compensation

Residents do not have an automatic right to compensation. Each claim for compensation is considered on its individual merits. Our main aim is to resolve your complaint through practical solutions rather than paying compensation.

- Compensation is not paid for missed appointments.
- If compensation is awarded and you have outstanding arrears and / or housing related debt, your compensation award will

be offset against this and any remaining balance paid to you.

Learning from complaints

After a complaint has been dealt with we will try to improve how we do things in the future.

Our contact details for complaints

Tel: 01904 615 950

Letter: Complaints Officer,
JRF/JRHT, The Homestead, 40
Water End, York, YO30 6WP

Email: feedback@jrf.org.uk

Alternatively, you can speak to us in person at any of our sites or register a complaint via our websites.

Details of where you can find further information that may be helpful is set out on pages five and six of this leaflet.

Where you can find further information

For complaints related to service delivery:

Housing Ombudsman Service,
Exchange Tower, Harbour
Exchange Square, London,
E14 9GE

Tel: 03001 113 000

Website:

www.housing-ombudsman.org.uk

For complaints about rent levels, service charge or leasehold valuations:

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

Tel: 01612 379 491

Email:

rpnorthern@hmcts.gsi.gov.uk

For complaints about Care Services:

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

Tel: 03000 610 614

Website: www.lgo.org.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 is happy to receive information about our services at any time. You can contact the CQC at:

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 03000 616 161

Website:

www.cqc.org.uk/contact-us

Charity Commission

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

Website: www.gov.uk/government/organisations/charity-commission

Local authority contacts:

York area

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

Tel: 01904 555 111

Fax: 01904 554 055

Email:

adult.socialsupport@york.gov.uk

Scarborough area

Health and adult services, FREEPOST DL76, North Yorkshire County Council, County Hall, Northallerton, DL7 8BR

Tel: 0800 515 875

Email:

social.complaints@northyorks.gov.uk

Hartlepool area

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

Tel: 01429 523 390

Email: dutyteam@hartlepool.gcsx.gov.uk

Privacy statement

We take the security of personal information very seriously. Under data protection legislation JRHT is 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.

Personal data includes the following:

- Demographic information such as gender, race or ethnic origin, age, date of birth, marital status, nationality, education / work histories, employment details, family composition and dependents.
- Health information and contact details such as telephone numbers, postal addresses and email addresses.

We will ensure that we only ask for sensitive information when we have a reason to do so. We are also required to advise you of your rights in relation to information we hold. This is set out in our privacy

statement, a full copy of which is on our website: www.jrht.org.uk

Or you can contact our Customer Services Team:

Tel: 08005 870 211

Email: information@jrht.org.uk

Joseph Rowntree Foundation (Head Office)
The Homestead
40 Water End
York
YO30 6WP

Tel: +44 (0)1904 629241

Email: info@jrf.org.uk

www.jrf.org.uk

www.jrht.org.uk

This leaflet is also available in other formats (such as large print, Braille or audio) from the Communications Department at JRF.

Tel: 01904 615979, email: info@jrf.org.uk.

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