

# JEWISH BLIND & DISABLED COMPLAINTS, COMPLIMENTS AND SUGGESTIONS





**It is important to Jewish Blind & Disabled that we hear how we are doing; what we are doing well and what we can do better. We take what you tell us seriously and we strive to learn from our mistakes to ensure they are not repeated again. Equally, it is good to hear when we do something well and it helps us to meet the high standards we strive for.**



## **MAKING A COMPLAINT**

We try to provide the best possible service but we know at times you may need to complain and we want to make this process as straight forward as it can be. We aim to resolve complaints in a fair manner and as quickly as possible for you. We use your feedback and lessons learned to help us improve the service we deliver.

Anyone who interacts with our service can make a complaint, including: tenants, ex-tenants, applicants, contractors, supporters or our neighbours.

Sometimes we receive anonymous complaints, we will still investigate these where possible but as we don't know who made the complaint we cannot communicate our findings to anyone.



## **WHAT CONSTITUTES A COMPLAINT**

Examples of complaints include:

- Where we failed to follow our policies and procedures
- Where we have done something inappropriate
- If we have not done the things we say in our published information.

Sometimes what people report does not actually constitute a complaint, these are things like:

- The first time you have reported a repair to us
- You have contacted us to request information
- You are complaining about another tenant

These are issues that can be addressed outside of the complaints process and generally these issues should be discussed with your House Manager in the first instance.



## TWO STAGE PROCESS

We have a two-stage complaint process:

### Stage 1 (Full investigation and response)

When you make your complaint, it will be investigated and responded to by the relevant team member responsible for the service you have complained about. If you are complaining about the actions of that team member, the complaint will be sent to their manager.

We will acknowledge your complaint within five working days, and let you know who will be investigating it. You should expect to receive a response from us within 10 days or a further communication explaining when you can expect to receive a response.

### Stage 2 (Senior Manager review)

If you are dissatisfied with our response at stage one, you can ask for your complaint to be reviewed by a Senior Manager. This will usually be a senior staff member from a different team or the Chief Executive.



## HOW YOU CAN MAKE A COMPLAINT

A complaint can be made in any of the following ways:

- Completing the attached form
- By email - **feedback@jbd.org**
- Through our website - **www.jbd.org.uk**
- By phone - **020 8371 6611**
- In person to a member of staff



## Housing Ombudsman

If you have reached the end of our complaints process and your complaint is in relation to our housing services and you aren't satisfied with our response, the Housing Ombudsman can investigate complaints against Jewish Blind & Disabled.

You can contact the Housing Ombudsman at:

**Telephone:** 0300 111 3000

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

**Address:** Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ



## Complaints about the conduct of the charity

If you have a complaint about the conduct of the charity that has not been addressed through our complaints process, you can contact the Charity Commission.

Complaints should be made online via the Charity Commission website. The website outlines what does and doesn't constitute a complaint.

**Website:** [www.gov.uk/complain-about-charity](http://www.gov.uk/complain-about-charity)



## Fundraising complaints

Jewish Blind & Disabled is a member of the Fundraising Regulator. You can raise a complaint about our Fundraising activities directly with us or through the Fundraising Regulator. Complaints to the fundraising regulator can be made as follows:

**Telephone:** 0300 999 3407

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

**Address:** Fundraising Regulator, 2nd Floor, CAN Mezzanine, 49-51 East Road, London, N1 6AH.



## GIVING US A COMPLIMENT

Whilst at times you may need to complain, you may also be pleased with the service that we have provided. We try to provide you with a great service so it's always nice and makes a big difference to us when a tenant, client, supporter or family member says thank you to us.

We run our Above & Beyond Award for frontline staff, but you may wish to thank all staff or tell us what you like about Jewish Blind & Disabled.

There are many ways you can give us a compliment. These include:

- Completing the attached form
- Emailing the staff member directly or emailing **feedback@jbd.org**
- Sending a thank you card or letter
- In person to a member of staff
- By phone - **020 8371 6611**



## MAKING A SUGGESTION

At times you may just want to make a suggestion or tell us about something you have seen or heard of that would benefit tenants of Jewish Blind & Disabled. Contact us and let us know all about it.

# COMPLAINTS, COMPLIMENTS & SUGGESTIONS FORM

## YOUR NAME AND CONTACT DETAILS

Name:

Address:

Email:

Contact number:

You do not have to supply your name and contact details, but please note we will not be able to respond unless you do.

Date:

Please give details of your complaint, compliment or suggestion:

**Thank you for your feedback**

Please return to: Chief Executive, Jewish Blind & Disabled Head Office,  
35 Langstone Way, London, NW7 1GT or email to [feedback@jbd.org](mailto:feedback@jbd.org)

Your information will be processed in accordance with our privacy policy which  
can be seen on our website: [www.jbd.org](http://www.jbd.org)

