

# REMEMBER YOUR VIEW COUNTS

Compliments ■ Comments ■ Complaints

**Feedback**

Compliments ■ Comments ■ Complaints

Compliments  
Comments  
Views  
Suggestions  
Praise  
Criticism  
Remarks  
Complaints  
Care  
Ideas  
Thanks  
Concerns  
Information  
Service  
Standards  
Observations  
Quality  
Visitors  
Contact

## **HOW ARE WE DOING?**

Jewish Care believes that everyone who comes into contact with the organisation should be treated with the highest standards of professional care and respect. We welcome your views, so let us know what we do well and what we can do better. We take what you tell us seriously and regularly report on our compliments and complaints to Jewish Care's Trustee Board. Your feedback will help us to improve and to meet the high standards we strive to attain.

## **PAY US A COMPLIMENT**

It is good to hear when we do something well, it helps us to do even better. For those staff and volunteers who go 'above and beyond', we have established the Jewish Care recognition scheme. Let us know if someone is making a difference to you.

## **MAKE A COMMENT**

If you have a comment, suggestion or idea you would like to share with us, then we would like to hear your views.

## **MAKE A COMPLAINT**

Our aim is to resolve complaints or concerns as speedily as possible.

- Please inform the person in charge if you are concerned about something. It is quite possible they will be able to sort out the problem straight away. If the problem cannot be resolved immediately, you will receive a response within 7 working days. If more time is required, you will be informed of the reason in writing.
- If you are not satisfied with the response or feel unable to discuss your concern with the person in charge, you can call us, write to us, or complete and return the attached form.
- We will send you a written acknowledgement of your complaint within 7 working days of receiving it. Following a thorough investigation, you will receive a full response within 28 days.
- You may, of course, arrange to meet the person conducting the investigation to discuss your concerns at any time during the process.
- If you remain dissatisfied, your complaint will be referred to a Jewish Care Director for further consideration. The Director will provide you with the final decision in writing within 28 calendar days unless we have previously agreed an alternative deadline.
- We will cooperate fully with anyone acting on your behalf, subject to their having the appropriate authority to do so.

## **HELP FROM AN INDEPENDENT BODY**

### **Regulated Services**

Jewish Care's homes and its home care service are regulated by the Care Quality Commission (CQC). Even though CQC do not usually investigate individual complaints they would like to hear about your experience. Their contact details are:

Care Quality Commission, Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA.  
Telephone: 03000 616 161 or visit: [www.cqc.org.uk](http://www.cqc.org.uk)

The Local Government Ombudsman can investigate complaints from anyone using a regulated service such as home care, care homes or independent living. You can contact the Local Government Ombudsman at any time during the investigation process or if you are dissatisfied with the outcome. We will cooperate fully with the Ombudsman during any investigation and comply with the resulting decision. Their contact details are:

The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH  
Telephone: 03000 610614 or visit [www.lgo.org.uk](http://www.lgo.org.uk)

### **Advice**

Age UK provides free independent advice about money, care and housing for people aged over 55. Their contact details are:

Telephone: 0800 169 2081 or visit [www.ageuk.org.uk](http://www.ageuk.org.uk)

Citizens Advice Bureau provides free, confidential and impartial advice on a range of issues including housing, law and rights, money, and more. Their contact details are:

Telephone: 03444 111 444 or visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## **FUNDRAISING**

Jewish Care is a member of the Institute of Fundraising (IoF) and the Fundraising Regulator. The Institute of Fundraising's Codes of Practice can be found at: [www.institute-of-fundraising.org.uk](http://www.institute-of-fundraising.org.uk) and the Fundraising Regulator's at [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

If you have a fundraising complaint you can telephone or write to the Fundraising Regulator (0300 999 3407) or complete and return the attached form.

If you are not satisfied with the outcome of the investigation into your fundraising complaint, you can contact the Fundraising Regulator within 30 days of our response. Their contact details are:

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

## HOW ARE WE DOING?

I would like to pay a compliment

I would like to make a comment

I would like to make a complaint

Please give us the name of the department, service or resource to which your compliment, comment or complaint relates below

**Name of department, service, resource** .....

.....

Please tell us who you are

Client  Relative  Volunteer

Donor  Visitor  Other

Your name .....

Your address .....

.....

Postcode .....

Your telephone number .....

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

Date .....

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We will share the information you have given us within Jewish Care to improve our services. If you are happy for us to use your comments in our external communications and marketing, please tick this box

If you would like to stay informed with our activities and new developments, please tick this box

Please give details of your compliment, comment or complaint



A series of horizontal dotted lines providing space for writing a compliment, comment, or complaint.

Thank you for your feedback

Please return to:

**Chief Executive, Jewish Care, Amélie House  
Maurice and Vivienne Wohl Campus, 221 Golders Green Road  
London NW11 9DQ**

## CONTACTING US

You can contact us by completing the form or by:

**Telephone:** 020 8922 2324  
**Email:** [qa@jcare.org](mailto:qa@jcare.org)  
**Address:** Chief Executive, Jewish Care, Amélie House  
Maurice and Vivienne Wohl Campus  
221 Golders Green Road, London NW11 9DQ

Whatever your reason for contacting us, it would help if you could provide the following information:

- The name of the service, department or resource you have been involved with.
- Your relationship with the service/department, eg client, relative, visitor.
- Details of your compliment, comment or complaint, including details of anyone concerned.
- Your name, address, postcode and telephone number so that we can contact you. You do not have to provide this information but we will not be able to respond to you unless you do.

Thank you for taking the time to give us your views.  
We look forward to hearing from you.



Amélie House, Maurice and Vivienne Wohl Campus, 221 Golders Green Road, London NW11 9DQ  
Telephone: 020 8922 2000 Email: [info@jcare.org](mailto:info@jcare.org) [www.jewishcare.org](http://www.jewishcare.org)

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