

Complaints and Compliments



At NorseCare, we always welcome your feedback as this can help us to improve our services.

If you are pleased with the service you receive, please tell our staff. It is helpful to know when we get things right.

We have a formal complaints procedure, which anyone can use at any time. If you, another resident, tenant, a relative or friend has a complaint about the services we provide, we encourage you to talk

to the manager of the care home or housing with care scheme, or in their absence, a senior member of staff. All complaints are treated seriously and will be followed up.

This leaflet explains how you can contact us about any concern or complaint you may have and how we will deal with it.



Compliments

We welcome compliments about all aspects of the care and support we provide. These can be made directly to a member of staff, to the management team at the care home or housing with care scheme, or independently via online review services such as carehome.co.uk or Google My Business.

NorseCare has an annual awards event with staff rewarded for their care and support. Full details are available at the care home or housing with care scheme.

Our complaints procedure

Who to complain to

We believe that complaints are best dealt with between the complainant and the care home or housing with care scheme.

If you share your complaint with a member of staff, they should deal with it and if necessary, pass the concern or complaint to their manager who will aim to resolve the matter as soon as possible.

Concerns related to services provided by housing associations can be addressed by contacting them directly. Their contact details are available on request.

If it is felt that someone is at risk because of abuse or neglect, let us know immediately. Complaints can also be made directly to the Safeguarding Adults Team at Norfolk County Council.

For care being funded by Norfolk County Council, complaints can be made via **Norfolk County Council's complaints form** - <https://online.norfolk.gov.uk/complaints/>.



Making a complaint on behalf of other people

If a complaint is being made on behalf of a resident or tenant, it is important to ensure they have been notified and that this was the action they wanted to take.

If a complaint is being made on behalf of a resident or tenant who does not have the mental capacity to make the complaint, it must be ensured that it is in their best interests.

What happens when a complaint is made?

We support the principle that most complaints can be resolved between the care home or housing with scheme and the complainant. If this is not possible, we recognise that the complainant has a right to take their complaint further.

When a written complaint is made, it will be acknowledged within two working days, explaining how the complaint will be handled, including the appointment of an Investigating Officer. Investigations will take place and a response will be made within 28 days. If there is any delay to this, the complainant will be informed.

If it is felt that the outcome of the complaint is not satisfactory once it has been investigated by NorseCare Ltd, the complainant has a right to take their complaint further, to either the local

authority or to the Local Government Ombudsman (LGO).

The LGO provides a free, independent service and can be contacted for information and advice, or to register a complaint. The LGO will not normally investigate a complaint until the provider has had an opportunity to respond and resolve matters.

NorseCare's service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot investigate individual complaints about providers, but is happy to receive information about our services at any time.

Details of local advocacy services are available at our care homes or housing with care schemes.



Contact details

NorseCare Ltd Head Office

Lancaster House,
16 Central Avenue,
St Andrew's Business Park,
Norwich,
NR7 0HR

Tel: 01603 894366

Email: info@norsecare.co.uk

Compliments and Complaints Manager

Norfolk County Council Customer,
Service Centre, Freepost,
RLZE-CLES-GKSL,
Norwich,
NR1 2SQ

Tel: 0344 800 8014

Email: complimentsandcomplaints@norfolk.gov.uk

Safeguarding Team

Norfolk County Council

Tel: 0344 800 8014

Local Government Ombudsman Office

PO Box 4771,
Coventry,
CV4 0EH,
Tel: 0845 602 1983

Email: advice@lgo.org.uk

Care Quality Commission

CQC National Correspondence,
PO Box 1258,
Newcastle upon Tyne,
NE99 5AU

Tel: 03000 616161

Email: enquiries@cqc.org.uk

