



COMPLIMENTS AND COMPLAINTS

COMPASSION | ASPIRATION | RESPECT | EMPOWERING



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 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 setting, or independently via online review services such as **[norsecare.co.uk](https://www.norsecare.co.uk)**



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

Equally, there are times when things just aren't quite right, this is where we have a formal complaint 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 setting or in their absence, a senior member of staff. All complaints are treated seriously and will be followed up, and an outcome provided.

OUR COMPLAINTS PROCEDURE

WHO TO COMPLAIN TO

We believe that complaints are best dealt with between the complainant and the care setting.

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.





COMPLAINTS FORM

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 setting and the complainant. If this is not possible, we recognise that the complainant has a right to take their complaint further.

When a formal complaint is made and recorded on the central Norse Group system, 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, it will be escalated to be investigated by Norse Group. If outcome is not satisfactory at this point, 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.

All complaints are recorded on the Norse Group Quality Management System (QMS) database, and monitored through to closure. This ensures that a fair process is followed.



CONTACT DETAILS


NORSECARE LTD. HEAD OFFICE


 280 Fifers Lane
Norwich
Norfolk
NR6 6EQ


 01603 894366


 info.norsecare.co.uk

LOCAL GOVERNMENT OMBUDSMAN OFFICE

 PO Box 4771
Coventry
CV4 0EH

 0300 0610614

 Tues - Fri | 10am - 4pm

 advice@lgo.org.uk

COMPLIMENTS AND COMPLAINTS MANAGER

 Norfolk County Council

 0344 800 8020

 complimentsandcomplaints@norfolk.gov.uk

 online.norfolk.gov.uk

CARE QUALITY COMMISSION

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

 03000 616161

 Mon - Fri | 08:30am - 5:30pm

 enquires@cqc.org.uk

 www.cqc.org.uk/contact

SAFEGUARDING TEAM

 Norfolk County Council

 0344 800 8020