

Compliments and Complaints



United in Purpose



At Norse Care, 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 employees. 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 carehome.co.uk

We also have a formal complaints procedure which anyone can use at any time. If you, another resident, tenant, 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 our team. 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 will address 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 which are the owners of the buildings we use for our housing with care and independent living settings, 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 on **0344 800 8020**.

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/>

What happens when a complaint is made?

We expect that most complaints will be successfully resolved informally between the care setting and the complainant. This is **Stage one** of our complaints procedure. If this is not possible, the complainant has the right to take their complaint further.

When at **Stage two**, 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 Norse Care Ltd, it will be escalated to be investigated by a Senior Director at **Stage three**. If the outcome is not satisfactory at this point, the complainant has a right to take their complaint further, to either the local authority (Norfolk County Council) 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.

Norse Care'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 and transparent process is followed.

Contact Details

Norse Care Ltd - Head Office

Unity Place
280 Fifers Lane
Norwich
Norfolk
NR6 6EQ
01603 894366
info.norsecare.co.uk

Compliments and Complaints Manager

Norfolk County Council
0344 800 8020
complimentsandcomplaints@norfolk.gov.uk
norfolk.gov.uk
online.norfolk.gov.uk

Safeguarding Team

Norfolk County Council
0344 800 8020

Local Government Ombudsman Office

PO Box 4771
Coventry
CV4 0EH
0300 0610614
Tues - Fri | 10am - 4pm
advice@lgo.org.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
cqc.org.uk/contact

Care Home UK Reviews:
norsecare.co.uk