

## Complaints Procedure

### ***Making a Complaint and Giving Compliments***

- We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve quality. We encourage Service Users to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. It is our policy that all matters which disturb or upset a Service User should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service and retaining our rating with the Care Quality Commission (CQC)

### ***Our commitment is that:***

- We encourage comments, suggestions, observations and complaints and act upon these as a means of continual improvement.
- All complaints will be taken seriously.
- All complaints will be acted upon with fairness and impartiality.
- You will receive a response within 48 hours of the complaint being made, and a final reply within 4 weeks.
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is.
- Service Users are entitled to involve an impartial third party in the complaint procedure if they so wish.
- Service Users and their representatives may take their complaints to persons in authority outside The Agency. For Service Users funded all or in part by Social Services or the Clinical Commissioning Group, complaints may in the first instance be directed to them. For privately funded clients, a range of advocacy services are available locally and they will be happy to help you deal with the complaint. In the event of a serious issue and complaint, you should contact the CQC.

Director of Social Services:

at [www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Care Quality Commission:

Care Quality Commission (CQC)

National Correspondence

Citygate, Gallowgate

Newcastle upon Tyne NE1 4PA

Tel: 03000 616161 W: [www.cqc.org.uk](http://www.cqc.org.uk)

Local Clinical Commissioning Group:  
N H S North Norfolk C C G  
1 Mill Cl,  
Norwich  
NR11 6LZ  
Tel: 01603 595857 Email: [nwccg.contactus@nhs.net](mailto:nwccg.contactus@nhs.net)

The Local Government Ombudsman  
PO Box 4771  
Coventry. CV4 0EH  
Tel: 0845 602 1983 or 024 7682 1960 [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

#### Advocates

Service Users have the right to access external agents who will act in their interests to help them solve problems, discuss concerns etc. The Registered Manager will be happy to provide information on local advocacy groups and other support networks.

Some of those currently known to us are:

Age UK Norfolk  
Non-Profit Organisation  
Address: The Elms Business Space  
7 The Elms Street  
St Faith's Road,  
Old Catton,  
Norwich,  
NR6 7BP.  
Phone: [01603 787111](tel:01603787111)

National  
Equality Advisory Support Service (EASS),  
FREEPOST EQUALITY ADVISORY SUPPORT SERVICE,  
FPN4431.  
Tel: [0800 444205](tel:0800444205)

The full version of our Complaints Policy is available on request.