



# ArmsCare Complaints Procedure

Reviewed 03.12.2024

---

ArmsCare take all complaints seriously and value your opinion, we encourage you to tell us your concerns so we can put things right.

We do understand that some people are worried about sharing their concerns and complaints with us, so we have a no blame policy and deal with all complaints as opportunities for improvement to our service.

## Who should I contact?

---

Initially, a complaint can be raised with a senior member of the staff team, who will pass the complaint to the appropriate person.

- You can speak to the Manager who will decide whether an investigation is necessary. Depending on the seriousness of the complaint, timescale may vary from 48 hours to 7 days. If the complaint is of a more serious nature, then it may take up to three months, due to other professional involvement (other agencies).
- Leave a message in the Complaints Box in the reception area.
- Email the Home Manager, Operations Manager, The Directors
- If the complaint is about the manager, you can speak to the Operations Manager

## What we will do:

---

We will call you to confirm that we have received the information, and we will also confirm this in writing, as soon as possible. You will be invited to meet with the Registered Manager and/or Operations Manager if you wish to do so.

If the complaint was regarding the home manager, the Operations Manager will gather the relevant information and will decide what action will need to be taken and is other professionals need to be informed. A meeting between the Operations Manager and Director will take place and you will be invited to attend.

## What happens next?

---

We will gather all information and statements as necessary to ensure the complaint is dealt with appropriately, we will ensure that other professionals are made aware if it is deemed as a safeguarding issue.

## How long will it take?

---

We will aim to complete our inquiry from a minimum of 48 hours to 7 days. If the case is of a more serious nature, that may need further investigation, then it may take up to three months, due to professional involvement of other agencies.

## Who else can help?

---

Sherry Peel  
Docking House  
Station Road  
Docking  
King's Lynn, PE31 8LS

01485 518243 – Email: [dh@armscare.co.uk](mailto:dh@armscare.co.uk)

Yvonne Sands  
Summerville House  
Fenway  
Heacham  
King's Lynn, PE36 7BH

01485 572127 – Email: [sh@armscare.co.uk](mailto:sh@armscare.co.uk)

Leah Guy  
Norfolk Lodge  
32, King's Lynn Road  
Hunstanton, PE36 5HT

01485 532383 – Email: [nl@armscare.co.uk](mailto:nl@armscare.co.uk)

Victoria Harrison  
Terrington Lodge  
2, Lynn Road  
Terrington St Clement, PE34 4JX

01553 829605 – Email: [tl@armscare.co.uk](mailto:tl@armscare.co.uk)

Alison Lowe  
Driftwood House  
Homefields Road,  
Hunstanton, PE36 5HL

01485 532241 – Email: [dw@armscare.co.uk](mailto:dw@armscare.co.uk)

Cameron Carter  
ACDC Home Care Services  
ArmsCare Ltd, Office 3  
Docking House  
Station Road  
Docking, PE31 8LS

0743 66 321 78 – Email: [acdc@armscare.co.uk](mailto:acdc@armscare.co.uk)

Cameron Carter  
Whitehaven Residential Care Home  
5 St Joseph's Road,  
Sheringham. NR26 8JA

01263 822706 - Email: [wh@armscare.co.uk](mailto:wh@armscare.co.uk)

- Alison Lowe – Operations Manager Email: [alison@armscare.co.uk](mailto:alison@armscare.co.uk)
- Trina Skevington – Operations Director Email: [trina@armscare.co.uk](mailto:trina@armscare.co.uk)
- Care Quality Commission National Correspondence  
Citygate, Gallowgate Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 61 61 61  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)
- The Compliments and Complaints Officer  
Norfolk Adult Social Services County Hall,  
Norwich NR1 2SQ  
Tel: 01603 222102

If the complaint is not resolved it can be passed for further investigation to: -  
Local Government and Social Care Ombudsman,  
P.O. Box 4771  
Coventry. CV4 0EH  
Phone No: 0300 061 0614  
[www.lgo.org.uk](http://www.lgo.org.uk) or twitter @LGOmbudsman