

**Docking House**

Station Road
King's Lynn
PE31 8LS

DH@armscare.co.uk

Summerville House

Fenway, Heacham
King's Lynn
PE31 7BH

SH@armscare.co.uk

Norfolk Lodge

32 King's Lynn Road
Hunstanton
PE36 5HT

NL@armscare.co.uk

Terrington Lodge

2 Lynn Road
Terrington St Clement
PE34 4JX

TL@armscare.co.uk

Driftwood House

Homefields Road
Hunstanton
PE36 5HL

DW@armscare.co.uk

Whitehaven

5 St Josephs Rd
Sheringham
NR26 8JA

WH@armscare.co.uk

ArmsCare Complaints Procedure

Reviewed 23.08.2026

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 or our Chief Operating Officer
- If the complaint is about the manager, you can speak to the Chief Operating Officer.

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 Company Secretary and/or a nominated senior person within the Company if you wish to do so.

If the complaint is regarding the home manager, the Operations Manager will gather the relevant information and will decide what action will need to be taken and if other professionals need to be informed. A meeting between the Operations Manager or the Chief Operating Officer and another nominated senior person within the company 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.





ArmsCare

www.armscare.co.uk



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

Email: dh@armscare.co.uk

Cameron Carter

Summerville House

Fenway Heacham

King's Lynn, PE36 7BH

Email: sh@armscare.co.uk

Leah Guy

Norfolk Lodge

32 King's Lynn Road

Hunstanton, PE36 5HT

Email: nl@armscare.co.uk

Sue Franklin

Terrington Lodge

2, Lynn Road

Terrington St Clement, PE34 4JX

Email: tl@armscare.co.uk

Jasmine Sehgal

Driftwood House

Homefields Road,

Hunstanton, PE36 5HL

Email: dw@armscare.co.uk

Cameron Carter

Whitehaven Residential Care Home

5 St Joseph's Road,

Sheringham. NR26 8JA

Email: wh@armscare.co.uk

Cameron Carter

Operations Manager

The Seven

6-8 St Edmunds Terrace

Hunstanton, PE36 5EH

Email: cameron@armscare.co.uk

Jasmine Sehgal

Chief Operating Officer

The Seven

6-8 St Edmunds Terrace

Hunstanton, PE36 5EH

Email: jasmine@armscare.co.uk





ArmsCare

www.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

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 or twitter @LGOMB



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