



**St David's Children Society
Feedback Leaflet
(incorporating AFA Cymru
services)**

**WE ALWAYS TRY TO DELIVER THE HIGHEST STANDARD
OF SERVICE. HOWEVER IF YOU FEEL DISSATISFIED
WITH THE SERVICE YOU HAVE RECEIVED FROM
ST.DAVID'S CHILDREN SOCIETY OR AFA CYMRU
PLEASE DO CONTACT US**



Cymdeithas Plant Dewi Sant



St David's Children Society

ST DAVID'S CHILDREN SOCIETY:

“Where every child with an adoption plan is found a new family”

St David's Children Society has been involved in the field of adoption since 1942. Since that time we have placed over 2000 children for adoption.

We are a registered Voluntary Adoption Agency and are the only Voluntary Adoption Agency with its head office in Wales.

Our primary commitment is to find local families for local children whatever their cultural or religious heritage.

Our main services include:

- **The assessment and approval of adoptive families**
 - **Life long support throughout the adoption process**
 - **Pre approval training for those families considering adoption**
 - **Post approval training for families and access to support groups, annual celebration events.**
 - **Intermediary services and birth record counselling**
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AFA CYMRU:

AFA Cymru was set up with the support of Welsh Government following the closure of BAAF Cymru in September 2015. It is legally part of St David's Children Society but its practice independence and autonomy is preserved by the existence and support of an independent stakeholder advisory group.

Our main services include:

- **Advice and information on adoption and fostering and other care arrangements to members of the public**
- **Advice and information to special guardians, foster carers, lawyers and health professionals working in children services**
- **Consultancy relating to specific children and families and to service development**
- **Training aimed at developing skills and understanding for social workers, lawyers, health professional carers and adopters**
- **Events — conferences, seminars, workshops—presenting key research findings and practice in the field of adoption, fostering child care and safeguarding**

COMPLAINT PROCEDURE

The principles on which our complaints procedure is based are: Open access to the procedure; local resolution of complaints where possible; positive action on the part of St David's CEO and Board of Trustees in response to justified complaints and the independent investigation of all complaints.

STAGE 1

Please contact the member of staff or their manager to share your concerns. It is helpful if that can be done within a month of action that has led to your complaints. The aim will be to achieve a quick mutually agreeable resolution to your complaint. You will be contacted at the latest 7 days after receiving your complaint and if a mutually agreeable resolution can be reached we will write to you to confirm the detail of that within 14 working days of that occurring.

STAGE 2

If it is not possible to reach a mutual resolution please write to the CEO of St David's Children Society outlining your continuing concerns. This will be acknowledged within 5 working days. A senior person independent of St David's Children Society or AFA Cymru will agree with you the areas of concerns and investigate those. This investigation will include the opportunity to share your concerns in detail. The Chief Executive will within 30 days send you a report including any proposed actions. This timeframe can be extended through mutual agreement.

St David's Children Society

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