



**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**

AFA CYMRU:

The Adoption and Fostering Agency (AFA) Cymru was formed in September 2015. AFA Cymru is by law governed by St David's Children Society under the terms of its charitable status. Our shared vision is to develop universal and, where needed, transformational approaches to achieving permanence for children.

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**
- **An independent voice in the field of child care, informing and influencing policy, legislation and strategic service developments.**

COMPLAINT PROCEDURE

St David's Children Society is committed to excellent customer service. We regard complaints as an opportunity to turn a negative experience into a positive one, as well as an opportunity to learn and to improve.

The purpose of the complaint's policy & procedure is to ensure that we:

- Listen and are responsive to people who raise an issue with us.
- Respond swiftly and at a level close to the point of service delivery.
- Are fair and consistent.
- Offer solutions and/or explanations.
- Offer complainants recourse to someone more senior/more independent if they wish.
- Ensure that staff who are mentioned in complaints receive support.
- Respect confidentiality.
- Record complaints consistently and monitor what we record.
- Use complaints positively as an opportunity for learning and improvement.
- Protect those raising a concern from victimisation and harassment.

If you become dissatisfied or concerned by the behaviour or practice of St David's Children Society, Care Inspectorate Wales as our regulatory body can be contacted, telephone: 03007900126 email: ciw@gov.wales.

The purpose of the complaints policy & procedure is to ensure that complainants;

- Keep in regular contact with us
- Behave reasonably

More information can be found in the St David's Complaints Policy and Procedures available on our [web-site](#) or by request from info@stdavidscs.org

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.

STAGE 1

Please contact the member of staff or their manager to share your concerns. It is helpful if this can be done within a month of action that has led to your complaint. The aim will be to achieve a quick mutually agreeable resolution to your complaint. You will be contacted within 7 days of St. David's receiving your complaint. 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 at Stage 1 please write to the CEO of St David's Children Society within 28 days of the date of the letter concluding stage 1 outlining your continuing concerns. If we do not hear from you in this timeframe we will assume the matter is concluded. Your contact will be acknowledged within 5 working days. A senior leader from within St David's Children Society or AFA Cymru will agree with you the areas of concerns and investigate those under Stage 2. This investigation will include the opportunity to share your concerns in detail. The Chief Executive will within 28 days send you a report including any proposed actions. This timeframe can be extended through mutual agreement.

CONTACT DETAILS

St David's Children Society
info@stdavidscs.org
02920 667007

AFA CYMRU
info-afacymru@stdavidscs.org
029 20761155

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