



Gwasanaeth
Mabwysiadu
Dewi Sant

St David's
Adoption
Service

Children and Young People 'Have your say'

WAYS OF TALKING TO US AT
ST DAVID'S ADOPTION SERVICE





Who is St David's Adoption service?

We are a Voluntary Adoption Agency based in Wales. We first opened in 1942 and since then have helped over 2000 children find adoptive parents.

We always do our best to deliver a good service, sometimes you may not feel happy with the service or can suggest ways in which we can improve and sometimes you may just want to talk with us about our service and how you feel about it.

If that's how you feel you can always contact us to let us know. This leaflet helps to explain what you need to do next.



If you have something you want to tell us we always want to make sure that we:

- Listen and respond to people.
- Reply quickly, hopefully through someone you may know/be familiar with.
- Are fair.
- Explain ourselves and try to find ways to help.
- Respect you and what you tell us.
- Write down your complaint and keep it somewhere safe.
- Write down your compliment and keep it somewhere safe
- Think about how we can do better and get better based on what you have told us.
- Protect you if that is what you need.

What happens next?

If you wish to make a complaint we have a Complaints Policy and Procedure which you can ask to see at any time. We will be happy to explain what is involved and support you to make a complaint but it might be helpful to have a parent, family member, advocate or friend help you.

You can also just contact us if you would like to talk to someone using the contact details below and we will be happy to chat



Contact Details:

St David's Children Society
Lambourne House, Lambourne Crescent,
Llanishen Business Park, Llanishen
Cardiff, CF14 2ED
Tel: 02920 667007
email: infor@stdavidscs.org

Staff Details:

Chief Executive Officer: Jason Baker
Email: Jason@stdavidscs.org
Adoption Service Manager:
Anna Nyamhotsi - E: anna@stdavidscs.org /
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