



Gwasanaeth  
Mabwysiadu  
Dewi Sant

St David's  
Adoption  
Service



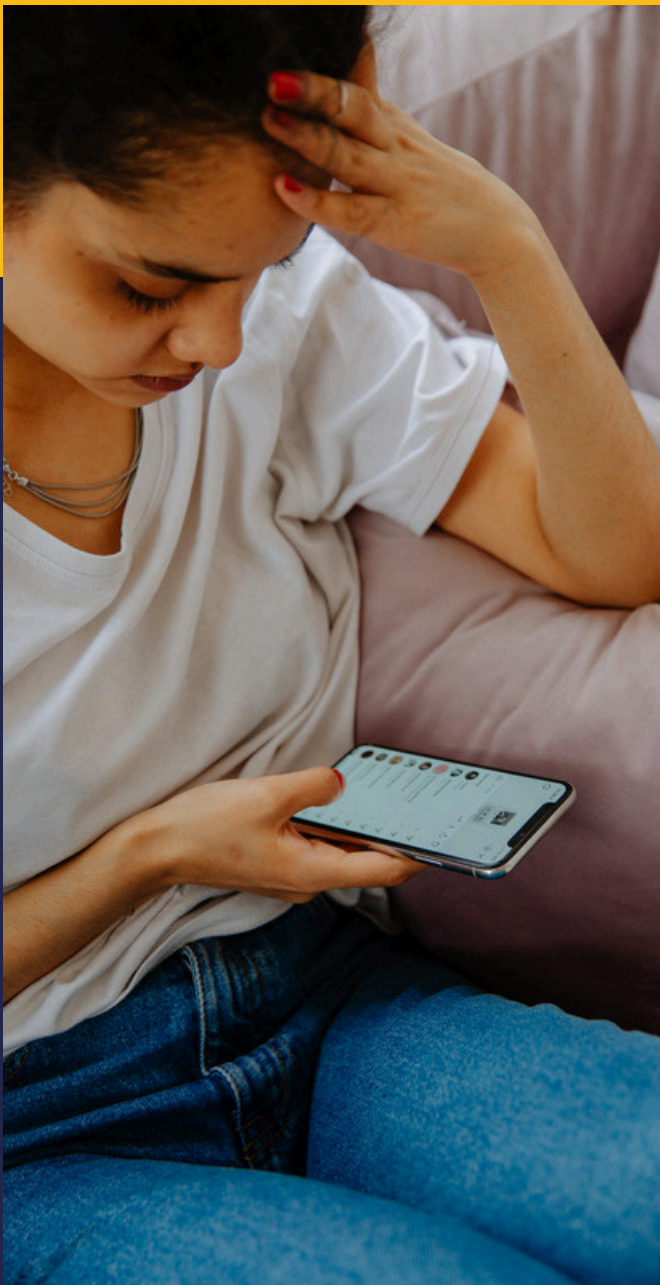
Gwasanaeth  
Maethu  
Dewi Sant

St David's  
Fostering  
Service

# Children and Young People 'Have your say'

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





## About St David's Children Society

We are registered as a Voluntary Adoption and Fostering Agency and as a children's charity are dedicated to supporting care-experienced children in Wales.

- **Adoption Service** – We help children find safe, loving families to grow up with, and we support those families before and after adoption.
- **Fostering Service** – We find foster carers in Wales to look after children who need a caring home, and we support them every step of the way.

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?

You can contact us if you would like to talk to someone using our contact details and we will be happy to chat.



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, carer, advocate, Social Worker or friend help you.

If you are worried about your own wellbeing and safety Childline is open 24 hours a day, 7 days a week, calls are free on 0800 1111. More information can be found [here](#).

## Staff Details:

### Chief Executive Officer:

Jason Baker – [Jason@stdavidscs.org](mailto:Jason@stdavidscs.org)

### Adoption Service Managers:

Anna Nyamhotsi – [Anna@stdavidscs.org](mailto:Anna@stdavidscs.org)

Martina McCrossan – [Martina@stdavidscs.org](mailto:Martina@stdavidscs.org)

### Fostering Team Manager:

Catherine Gates – [Catherine@stdavidscs.org](mailto:Catherine@stdavidscs.org)

You can also contact the Children's  
Commissioner for Wales  
T: 01792 765600  
E: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)  
W: [www.childcomwales.org.uk/contact-us/](http://www.childcomwales.org.uk/contact-us/)

## CONTACT DETAILS

St David's Children Society  
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Llanishen Business Park,  
Cardiff, CF14 5GL

 [02920 667007](tel:02920667007)  
 [info@stdavidscs.org](mailto:info@stdavidscs.org)  
 [www.stdavidsadoptionsservice.org](http://www.stdavidsadoptionsservice.org)

St David's Children Society is registered as a charity with the Charity Commission for England and Wales (Registration No: 509163) and a company limited by Guarantee (Registered Cardiff 1546688) St David's Adoption Service is the brand name of the St David's Children Society's adoption service and St David's Fostering Service is the brand name of the St David's Children Society's foster service.