



**Cymdeithas Plant Dewi Sant**  
**St David's Children Society**

(Incorporating St David's Adoption Service, St David's Foster Service and AFKA Cymru)

# **Your feedback matters**



We always try to deliver the highest standard of service, and welcome your feedback in helping us improve or celebrate the work we do. Whether you want to share a positive experience or feel dissatisfied with the service you have received, then please do contact us .

# Our Services



**Gwasanaeth  
Mabwysiadu  
Dewi Sant**

**St David's  
Adoption  
Service**

**Vision** – Every child with an adoption plan in Wales is found a loving family and supported to be the best that they can be.

**Mission** – Every adoption journey starts with a child. Our modern and responsive adoption service enables and supports our families across Wales to help children grow and thrive throughout their lives, valuing all relationships that are important to them.

We are a registered Voluntary Adoption Agency and our primary commitment is to find local families for local children.

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.



**Gwasanaeth  
Maethu  
Dewi Sant**

**St David's  
Fostering  
Service**

**Vision** – Every child living with a foster family is provided with a nurturing environment in which to grow and thrive.

**Mission** – Through a modernisation of placement approach we will provide open recruitment focused on the needs of children looked after (CLA) and will support families who can nurture children living in Wales where a foster placement is needed.

We are a registered Voluntary Fostering Agency with a commitment to finding foster families for children while their plans for permanency are agreed.

Our main services include:

- The assessment and approval of foster families.
- Support throughout the fostering process.
- Pre approval training for those families considering fostering.
- Post approval training for families and access to support groups, annual celebration events

# Our Services



Cymdeithas ar gyfer Maethu,  
Gofal Perthynas a Mabwysiadu  
Association for Fostering,  
Kinship and Adoption

**Vision** – Today’s knowledge supporting tomorrow’s families.

**Mission** – AFKA Cymru develops and influences good practice across the breadth of permanency planning for children and young people. We provide advice, training and consultancy to professionals and members of the public to embed practice that achieves the best outcomes for children and their families.

The Adoption, Fostering and Kinship Association (AFKA) Cymru was formed in September 2015. AFKA Cymru is by law governed by St David’s Children Society under the terms of its charitable status. 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 development.



# Feedback and compliments

## **We value your feedback.**

Your thoughts and opinions of us and our service help us better understand, grow and provide an effective service for all. Whether you've had a great experience or think we could do better we want to hear from you.

## **Giving a compliment**

If you've had a good experience with us, feel we've provided an excellent service, enabled you to build strong, positive relationships with our staff or something else that has made you think well of our work please share your experience with us.

Your compliments really help us understand what we are doing well and importantly allow us to recognise the hard work and dedication of our staff, ensuring that we continue to provide an excellent service for all.

## **What could we do differently?**

We understand that we may not always get it right, that there may be times we could have been better, responded more effectively or given you a higher standard of service. We also appreciate there may be gaps in our offer that we haven't considered.

This is where you may like to get in touch simply to share your thoughts and experiences and talk them through with a member of staff. We always want to hear from you to understand where we went wrong and what we could do to improve next time so welcome you giving your time to share your observations.

## **Contacting us**

If you wish to share a compliment or talk to us informally about something we can learn from our contact details can be found on the last page.

## **Complaints**

Sometimes you may be specifically unsatisfied with the service you have received and we are sorry that this is the case. In this instance you may feel it is more than providing feedback and you may wish to explore making a more formal complaint. If this is the case, we understand and want to hear from you to understand what has happened so that we can address your concerns.

Below you can find more information on our formal complaints procedure.





# Complaints 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.

Our complaint's policy & procedure ensures 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.

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.

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 website or by request from [info@stdavidscs.org](mailto:info@stdavidscs.org)*

## 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 the action that has led to your complaint. The aim will be to achieve a 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.



# Complaints Procedure

## 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 AFKA 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

### HEAD OFFICE

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

E: [info@stdavidscs.org](mailto:info@stdavidscs.org)  
T: [02920 667007](tel:02920667007)

### CHIEF EXECUTIVE OFFICER

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

### ADOPTION SERVICE MANAGERS

Anna Nyamhotsi / Martina McCrossan  
E: [anna@stdavidscs.org](mailto:anna@stdavidscs.org) / [martina@stdavidscs.org](mailto:martina@stdavidscs.org)

### AFKA CYMRU SERVICE MANAGER

Samantha Frith-Jones  
E: [samantha.frithjones@afkacymru.org](mailto:samantha.frithjones@afkacymru.org)

### FOSTERING TEAM MANAGER

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

If you remain dissatisfied or concerned by the behaviour or practice of St David's Children Society, **Care Inspectorate Wales** as our regulatory body can be contacted,

T: 03007900126

E: [ciw@gov.wales](mailto:ciw@gov.wales)

W: <https://www.careinspectorate.wales/providing-feedback-about-care-services>

Alternatively, 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/)



# **Cymdeithas Plant Dewi Sant** **St David's Children Society**

St David's Children Society  
Lambourne House, Lambourne Crescent,  
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Cardiff, CF14 5GL



02920 667007



[info@stdavidscs.org](mailto:info@stdavidscs.org)



[www.stdavidsadoptionsservice.org](http://www.stdavidsadoptionsservice.org)