



## Young Person – Complaint Guide

### **How to make a complaint:**

You have a right to raise any concerns that you have and making a complaint is an easy process. Every complaint is important to us and we will take every concern raised seriously. It is vital that we respect and understand your views and wishes at all times. You will have access to a complaints form, which can be found in your “home booklet”. *You can ask a staff member to help you fill this in.*

When your concern is raised and passed to us we will endeavour to keep you informed of the resolution process (*where appropriate*).

You will receive a written response from us within 14 days from when you make a complaint.

If for any reason you are unhappy with the outcome of your complaint, you are entitled to raise your complaint to the following persons:

- Social worker
- Advocate
- Personal advisor

*Your staff member can help you do this also.*

We will always try and resolve any concerns or complaints you have immediately. More often than not such matters can be resolved by speaking about things that are concerning you to the right people.

Rocio Cifuentes is the Children's Commissioner for Wales, she safeguards and supports the rights of children and young people. The Commissioner also reviews the decisions of public bodies, including the Welsh Government.

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