

## What if I need help

We will help you to share your complaint with us. We will ask you how you would like us to contact you and check whether you have any particular needs e.g. if you have a disability.

If you need extra help, we will put you in touch with someone who can help.



## When might you want to complain?

- ✓ If you feel your views are not being listened to by us
- ✓ If you think we did something wrong or didn't follow up on something we agreed
- ✓ If you are angry or upset about something that is happening to you.
- ✓ If you feel you haven't been treated fairly by us.
- ✓ If no one is telling you what is happening about your situation or we haven't kept you in the picture
- ✓ If decisions are being made about you that you haven't been involved in or that you disagree with
- ✓ You feel you have been treated unfairly or discriminated against by us

find  
your  
voice!



Helping you find  
your **voice!!!**



*'What was good, not so good or could have been better?'*

Children and Young People's  
Complaint Leaflet





Under article 12 of the United Nations Convention on the Rights of the Child (UNCRC), you have a right to **be listened to and have your views taken seriously.**

### *We want to listen*

Although we try very hard to make sure that we always provide a good service to all children and young people, sometimes people feel unhappy about the work we have done.

### *What happens when you make a complaint?*

We will handle your complaint in an open and honest way. Importantly, we will make sure your contact with us in the future is not affected because you've made a complaint

## *How to tell us if you have a concern or wish to make a complaint*

- ✓ If possible we believe it's best to deal with things straight away rather than try to sort them out later. Talk to a us. If we can't help, we will explain why and let you know how to take your complaint further.
- ✓ You can make a complaint by completing the form and sending it to us or using the form on our website
- ✓ We will confirm that we have received your complaint

### *What happens next*

- ✓ If you have told us about a concern we will look into it, establish the facts and get back to you. We will let you know what we've found and explain how we came to our conclusion
- ✓ Sometimes we will contact you and offer to meet with you so you can discuss your concerns. The manager will listen and be respectful and ask what outcome you were hoping for
- ✓ We will try to resolve your complaint and offer a solution within 15 days
- ✓ We will let you know what we've found. If we got it wrong we will always say sorry and tell you how we plan to change

find  
your  
voice!



*If you are worried, unhappy or want to make a complaint, then you can get in touch and tell us what you want to say by:*

- Phoning us on **02920 348 990**
- Asking us for a copy of our **complaints form** and returning it via email or post (see details below).
- Completing & Submitting the **form on our website** at: **www.snapcymru.org.**
- Email: **headoffice@snapcymru.org**
- Writing to us at: **SNAP Cymru, 10 Coopers Yard, Curran Road Cardiff, CF105NB**