



Developing Leaflets & Information

for Children, Young People and Families

A Good Practice Guide



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

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1. Introduction

This good practice guide has been produced to support services and agencies when they come to developing leaflets. The guide has children and young people in particular in mind, but the principles could be applied to a more generic leaflet for adults or families.

The guide includes:

- advice on the format, style, content and accessibility of a leaflet;
- a checklist to use whilst developing a leaflet;
- examples of good practice;
- annexes providing guidance on specific topics / issues

Please note that the principles in this guide could also be applied to posters, web pages, or other information developed for children, young people and families.

2. Developing a Leaflet

This section includes things to consider whilst developing a leaflet. A checklist summarising these things can be found on *page 6*.

a) General Advice

Ask the following **questions** before you begin to develop your leaflet:

- What is the target audience of the leaflet?
- How can service-users be involved in developing the leaflet?
- What is the purpose of the leaflet? What level of information is needed?
- What feedback has been received - positive and negative – on the existing leaflet? (if you have one)
- What are the strong and weak points of the existing leaflet? (if you have one)
- What are the potential barriers for service-users to take part in what your leaflet is advertising or responding to the information provided? How can these be overcome or avoided in the development of the new leaflet?

In general, **involvement of service-users** is good practice as it will ensure that the leaflet is at the right level in terms of information, format and style (see *page 5* for more on this).

Taking a **positive approach** is an important principle as the leaflet will come across more inviting.

For example, the title **“We want to hear from you!”** on a complaints leaflet, is more likely to attract a response from service-users.

b) Format

It is suggested that a leaflet specifically designed for children and young people should (in particular) include or be:

- Eye-catching, attractive and colourful
- Clear and easy to read (e.g. appropriate colours, no dark writing against dark colours in the background). See also 'accessible' section
- Clear and appropriate "image" / design
- Sufficient spacing between words, lines and pictures (not too crowded)
- A good size font (12 or 14 point) and a clear font which is easy to read
- Bullet points rather than long sentences where possible
- Detachable slip to send in (freepost if possible), so that the information on the rest of the leaflet can still be kept, if applicable
- Tick-boxes where possible rather than asking for text
- Bilingual – both languages on the same leaflet with a clear distinction between them (CCBC policy requires Welsh as the first language, or on the left)
- Folded, suitable for fitting in a pocket
- Bear issues such as impaired vision in mind (see 'accessibility' section for more on this)

c) Style (Language)

It is suggested that a leaflet specifically designed for children and young people should include or be:

- Simple and easy to understand
- Age appropriate
- Bilingual
- No jargon (for example professional language / acronyms / abbreviations)
- Not too wordy
- Short sentences
- Not patronising
- Standard 'plain' English
- Welsh – "*lled llafar*" style

d) Content

(See relevant Annexe for specifics)

A leaflet should

- Include the main relevant points
- Use (relevant) pictures
- Explain clearly what someone needs to do
- Have large and clear contact details and a variety of ways to get in touch

e) Accessibility

- Leaflets, posters and information should be:
 - o Displayed or available in every establishment where you operate
 - o Available online (your website or Young Conwy – www.youngconwy.com)
 - o Available without having to ask a member of staff (for example, on a stand)
 - o Relevant to the service (location)
- There is useful advice available on RNIB website regarding how to make your leaflet accessible and readable for the partially sighted / colour blind - http://www.rnib.org.uk/xpedio/groups/public/documents/publicWebsite/public_seeitright.hcsp
- There should be a willingness to provide information in various formats if requested (e.g. Braille, large print, audio, DVD)
- Ensure that there are no extra barriers to people using your service (good practice)
 - o Training for 'front line' staff, staff at the first point of contact and staff who provide a direct service
 - o Provision of freepost / free telephone line (if possible)
- Involve children and young people in the development and distribution of the leaflet

One way in which to ensure that your leaflet is accessible and suitable is to involve some of the people you are targeting. This does not need to be difficult, and can be done by setting up a focus group, running a workshop, or going along to an existing group of children and young people such as a club. We recommend that you involve children and young people at various stages of the development of your leaflet:

- Writing the content
 - Deciding on the design and images
 - Proof reading and checking
- (Tip: - different children and young people should also be involved in this to ensure that the content of the leaflet is clear to all – the children/young people you've already involved have now become too 'trained' to judge whether they'd be able to understand the content on its first reading)
- Deciding on where and how to display the information

3. General Leaflet Checklist

<u>Questions</u>		<u>Notes</u>
Purpose (Audience of leaflet; what level of information will be provided)	☐	
Involvement of service-users (Who and how; discussed potential barriers; discussed format, content, style and accessibility)	☐	
Appearance of leaflet (Colour, font, relevant images and pictures, size, spacing, use of bullet points and tick boxes)	☐	
Style (Language) (Easy to understand, check for jargon, check for wordiness, check for formality)	☐	
Bilingual (How the leaflet is set out – clear distinction between the languages)	☐	
Clear and positive title	☐	
Examples (if relevant), to explain what you mean	☐	
Confidentiality statement (if appropriate)	☐	
Contact details (including various options)	☐	
Where and how to get further help / support / information	☐	
Tear-off slip (if appropriate) (include free-post / free phone number if possible)	☐	

4. Further advice and help

Further advice and help is available from:

Conwy Children and Young People's Partnership
participation@conwy.gov.uk / 01492 574119

There are companies and businesses available in the UK which can help you develop and design a friendly leaflet.

Annexe 1

Guidance on Developing a Compliments, Comments and Complaints Leaflet

A. Content (specific to compliments, comments and complaints leaflets)

A compliments, comments and complaints leaflet should

- Include the main relevant points:
 - o Clear title – e.g. “we want to hear from you” – compliment / comment / complain...
 - o Brief summary of stages of a complaint *
 - o Clear instructions on what happens next
 - o Where to get help / support (contact details for relevant advocacy service)
 - o Clear confidentiality statement
 - o Contact details provided and how to make contact
 - o Tear off slip with address
 - o Examples of why someone may want to comment or complain can help someone who's not sure whether they should
- Use (relevant) pictures
- Explain clearly what someone needs to do
- Have large and clear contact details
- Include various options – “if you want to compliment / comment / complain, you can phone, email, write to, text...” (listed)
- Take care if including a request for equal opportunities data – keep what is asked to a minimum and make a clear statement that it's not compulsory to fill this part in
- Take the opportunity to ask for comments as well as compliments and complaints
- Give a freepost / free phone number (good practice but not always possible)

* Or it may be better if your leaflet is for compliments and comments as well as complaints just to provide details on the ‘first stage’ (see section D. for examples of good practice).

B. Things to bear in mind (when developing a compliments, comments and complaints leaflet)

i) Taking a positive view

Taking a **positive view** of compliments, comments and complaints is an important principle. They should be seen as an opportunity for service improvement and feedback rather than a threat and a burden. A positive approach will also come across better on a leaflet.

The title “**We want to hear from you!**”, for example, is more likely to attract a response from service-users.

ii) **Recording compliments**

Remember to always **record compliments**, whether formal or informal, as well as complaints. This is not only useful practice in terms of evidencing the success of your service, but also for improving staff morale, identifying good practice and continuing to improve.

iii) **Relationship to participation in general**

It's also useful to remember the relationship between compliments, comments and complaints and **participation**. The more service-users are involved in the general shaping, development and delivery of services, the less likely complaints are to occur in the first place. But compliments, comments and complaints are also a very useful form of feedback in and of themselves, and can be used as an opportunity to improve or make changes to a service. Rather than just reacting and responding to individual complaints, it may be possible to develop a protocol, policy or plan to deal with the issue being raised as a whole, and prevent further complaints.

iv) **Why would someone want to compliment or complain about a service?**

If someone feels strongly about something (positive or negative)

For example:

Complaints about a service in general:

- Can't access a service
- Can't get a service in their first language
- Not feeling that they have been listened to by the service
- Not having the opportunity to compliment / complain
- Suggestions for improvement or different ways of working (don't always want to make a complaint, just to be listened to)

Specific complaint about a situation or a person:

- Dissatisfied with the quality and timeliness – missing deadlines, people not turning up on time, not providing services as agreed
- Not being cared for properly
- Quality of assessment work isn't good enough
- The way that the adults have communicated with the child / young person (e.g. patronised / not respected / listened to)

v) **What are the barriers for someone to make a compliment or complaint?**

(This information will help you consider how to overcome barriers in the way that your leaflet is designed and distributed.)

Knowledge:

- Lack of knowledge – people may not know that they can complain or how
- Don't know that it's a right to compliment and complain
- People don't know where to go and to whom
- Lack of knowledge about advocates (information – being able to find it when you need it)

Imbalances:

- Lack of confidence
- Power balance or imbalance in a relationship (especially with vulnerable people e.g. learning disabilities)
- Imbalance in capacity/ability
- Services being very fearful and threatened by complaints/criticism

The process:

- Front line workers not always encouraged to log general comments/complaints
- Worried that comments won't be taken seriously/comments haven't been taken seriously in the past
- No proper process in place in some cases (e.g. regarding the procedure, and what will happen next etc.)
- Schools complaints procedures – have to go through school first rather than directly to the LEA and sometimes not much confidentiality
- No confidence in the system
- Front line staff – can be a temptation to 'fob' people off and hope that an issue will die down, rather than deal with it correctly
- Some procedures insist on having a written complaint – this can be a huge barrier for some people
- Culture in the organisation

Consequences:

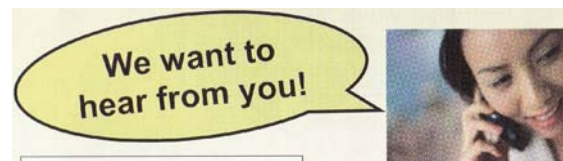
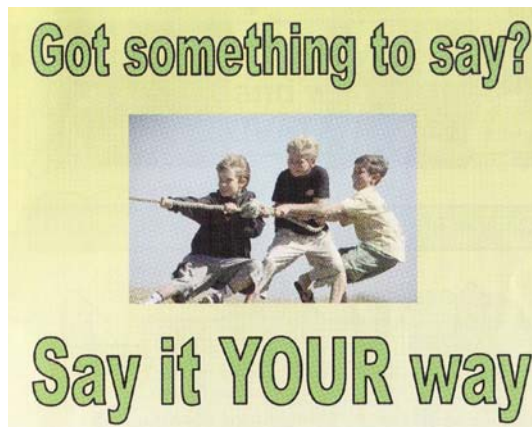
- It can be a bit scary to make a complaint – worried about getting into trouble
- Feel things are not serious/important enough to complain
- Worried about whether a complaint will be kept confidential, and if not whether it will affect how you're in future
- People worried about negative consequences
- Negative responses to making a complaint – intimidation

C. Compliments, Comments and Complaints Leaflet Checklist

<u>Questions</u>		<u>Notes</u>
Purpose (Audience of leaflet; what level of information will be provided)	☐	
Involvement of service-users (Who and how; discussed potential barriers to complimenting/commenting/complaining; discussed format, content, style and accessibility)	☐	
Appearance of leaflet (Colour, font, relevant images and pictures, size, spacing, use of bullet points and tick boxes)	☐	
Style (Language) (Easy to understand, check for jargon, check for wordiness, check for formality)	☐	
Bilingual (How the leaflet is set out – clear distinction between the languages)	☐	
Clear and positive title	☐	
Examples of why someone may want to comment or complain	☐	
Summary of stages	☐	
Clear instructions on what happens next	☐	
Where and how to get help and support (including information regarding relevant advocacy service)	☐	
Confidentiality statement	☐	
Contact details for making the compliment / comment / complaint (including various options, not just post)	☐	
Tear-off slip (include free-post / free phone number if possible)	☐	
Equal opportunities data (keep to a minimum and clear statement that this is optional)	☐	

D. Examples of good practice

Clear and inviting title:



HAVE YOUR SAY

What do you think of our Health Services?

Promises / commitment

Your views matter!

Step 3

We will do our best to answer the problem within 20 working days if you write to us (although we will always try to get in touch sooner).

we will...

TREAT YOUR COMPLAINT SERIOUSLY!

Because we want to...

...know if things are going wrong or you're not happy
...work with you to sort it out

- We'll listen to you
- Take you seriously
- Respect and value your opinions

Gogledd Orllewin Cymru
North West Wales
NHS Trust

We will try to sort your problem out quickly and informally.

Images to help convey meaning



If you have been
received from
attended, please let
feedback.

Smiley face – happy with
service/compliment



If you have
how we
share the

Light bulb – ideas/comments



If you are not
treatment you
know so that we can
right or at least better

Sad face – unhappy/
complaints/suggestions
for improvement.

Images of what your comment/complaint may be about



Doctors / Nurses



Chemists



Dentists



Opticians

Confidentiality statement

What you say is
important and will be kept
PRIVATE!!

on your complaint within 10 days. Anything you tell us will be kept confidential but we will discuss with you if we need to share information with other people.

Examples of why someone would want to compliment, comment or complain

Things you may like to raise could be

- My School Nurse was great, she gave me clear helpful advice.
- Not being included in discussions
- A decision being made you don't agree with
- Being treated unfairly by your Doctor
- The situation was handled very professionally with no problems
- I was treated differently because of race, age, gender or disability
- Not being able to communicate due to language barriers

Do you feel you are being treated unfairly?

Feel like no-one is listening to you?

Feel like you're not getting any help?



If you have been happy with the care you received from the hospital or clinic you have attended, please let us know, we want your feedback.

If you've got a problem, talk to someone.

If you are not happy with the way you have been treated you should tell someone about it.

Summary of stages

It's not always necessary to include a summary of stages on your leaflet (especially if it's a compliments, comments and complaints leaflet). But if the summary isn't included, make sure that there is clear information on the leaflet about where to find out more.

Step by step guide



Local stage

You can speak to your social worker or the team manager about what is bothering you; or you can speak to the Complaints Manager directly about it. We aim to have the problem resolved within 10 working days.

Formal - investigation

If you still don't think the problem is sorted out, the Complaints Manager will ask an independent person (someone who doesn't work for the Council) to look into your complaint. We aim to send you a response within 25 working days and a report will be written up. A senior manager will go through this report with you.

Review Panel

If you are still not happy then an independent group of people will look into the matter for you. The group is made up of 3 people who do not work for the Council. We aim to have the problem resolved within 30 working days.

"No-one listens to me!"

1

Tell someone You know.....

Most of your problems can be sorted out easily & quickly once they have been shared.

A talk with your social worker, key-worker, family, friend, a carer, advocacy worker or someone else you know & trust, can often put things right.

2

Contact the Complaint's Manager.....

01633 656656

If there is still a problem, get in touch with the **Complaints Manager**. An **Investigating Officer** will be asked to talk to you. An **Independent Person** who does not work for Newport City Council will also see you. These people are good at listening & will try to solve the problem. When the Complaints Manager has received their reports, You will be sent a letter explaining what everyone needs to do to put things right.

Look on the back page for phone numbers of people who can help

3

Go to a Independent Review Panel...

If You are not happy, You can ask for a **Review**. Your complaint will be looked at by a panel of three people. You can come to the meeting & bring someone with you if You want. The Panel will come to the best way of solving the problem. They will tell the Chief Social Services Officer and You will receive a copy of their report. The Chief Social Services Officer must write to You & let You know what he has decided to do.

If You are not happy, then You will be told what to do next.

Newport City Council

Information on where and how to get help and support

Contacts Cysylltiadau

Social Services Complaints Officer
Swyddog Cwynion Gwasanaethau Cymdeithasol
tel / ffôn: **01443 864555**
freephone / rhadffôn: **0800 3284061**
fax / ffacs: **01443 864513**
e-mail / e-bost: evansae@caerphilly.gov.uk

Local Advocacy Service (NYAS)
(provide support at meetings, reviews and complaints to make sure your opinion is heard)
Gwasanaeth Adfocatiaeth Lleol (NYAS)
(darparu cefnogaeth mewn cyfarfodydd, arolygladau a chwynion i sicrhau l'ch llaes gael ei glywed)
freephone / rhadffôn: **0800 616101**

Children's Commissioner's Team (try this office if you feel your complaint has not been dealt with fairly)
Tim Comisiynydd Plant (os ydych yn teimlo nad ydym wedi dello â'ch cwyn yn deg, cysylltwch â'r swyddfa hwn)
tel / ffôn: **01792 765600**
tel / ffôn: **01492 523333**
e-mail / e-bost: post@childcomwales.org.uk

Childline Childline
freephone / rhadffôn: **0800 1111**
free-textphone/am ddim-ffôn testun: **0800 400222**

Contacts Cysylltiadau

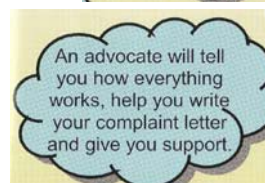
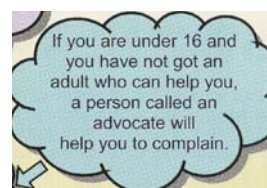
Social Services Children's Rights Officer
(will tell you about your rights and work with you and other grown-ups to put your problems right)
Swyddog Hawliau Plant Gwasanaethau Cymdeithasol
(bydd y swyddog yn dweud wrthydd am eich hawliau a gweithio gyda chi ac oedolion eraill i ddatrys eich problemau)
freephone / rhadffôn: **0800 0281 995**
e-mail / e-bost: cro@caerphilly.gov.uk

Voices from Care
(for young people looked after by Social Services)
(ar gyfer plant y gofeli'r amdanynt gan Wasanaethau Cymdeithasol)
tel / ffôn: **029 2039 8214**
e-mail / e-bost: info@vccc.org.uk

Care Standards Inspectorate for Wales (CSIW)
(Welsh Assembly group who investigate complaints)
Arolygaeth Safonau Gofal Cymru (ASGC)
(rhan o'r Cynulliad sy'n archwilio cwynion)
tel / ffôn: **01495 761200**
fax / ffacs: **01495 761239**

Local Ombudsman
(If you are still not satisfied you can make an appeal)
Local Ombudsman
(If you are still not satisfied you can make an appeal)
tel / ffôn: **01656 641150**

Although it can be confusing to have too many contact numbers on your leaflet, it's good practice to clearly show the different ways that someone can contact you to make a comment / complaint, and to have the contact details of where to get help – especially an advocacy service.



Need help making a complaint?

Talk to someone you can trust like a relative, friend, carer or your social worker. You can also get help from an advocate who will support you in making a complaint.

Children and young people looked after by Lambeth can access advocacy support. An advocate is someone who can speak on your behalf and help you to get the things you want changed. If you want to talk to an advocate, the Complaints Manager will assist you to access this service.

The advocacy service is independent from Lambeth, which means that they do not work for the Council.



The way that the various contacts have been separated on this leaflet is quite helpful. →

"Who can I talk to?"

If You want to speak to someone in confidence, You can phone any of these numbers:

CHILDLINE
0800 884444

VOICES FROM CARE
02920 451431

NSPCC WALES
CHILD PROTECTION HELPLINE
(WELSH LANGUAGE)
0808 100 2524

NSPCC WALES
CHILD PROTECTION HELPLINE
(ENGLISH LANGUAGE)
0808 800 500

TROS GYNNAL
ADVOCACY SERVICE
0800 581862

THE COMPLAINTS MANAGER

Social Wellbeing & Housing
Newport City Council
Civic Centre
Newport, NP20 4UR
Tel: 01633 656656
text: 07837 494885
Email swhcomplaints@newport.gov.uk

CHILDREN'S COMMISSIONER FOR WALES

OYSTERMOUTH HOUSE
CHARTER COURT, PHOENIX WAY
LLANMALET, SWANSEA. SA7 9FS
TELEPHONE 01792 765600
www.childcomwales.org.uk

THE LOCAL OMBUDSMAN

PUBLIC SERVICES OMBUDSMAN FOR WALES
1 Ffordd Yr Hen Gae, Pen-coed CF35 5LJ
TELEPHONE 01656 641150

CARE STANDARDS INSPECTORATE FOR WALES

SOUTH EAST WALES REGIONAL OFFICE
6TH FLOOR, CIVIC CENTRE,
PONTPOOL, TORFAEN, NP4 6YB
TELEPHONE 01495 761200



Choice of how to contact

HOW TO LET US KNOW:

Phone the Children's
Complaints Manager
Tel: 01248 384194

E-mail us on:
kids@nww-
tr.wales.nhs.uk

**Talk to the Children and Young
Person's Liaison Nurse**

Take part in the
Children's Panel (details
available on the ward)

Text us on:
07900 051915

www.northwestwales.org

.....Or complete the tear-off slip

HOW WAS YOUR CARE?



(please circle)

You can write your problem in the box below, or draw a picture of it. You can also email your problem to email: childrenscomplaints@sefton.gov.uk. You can ask somebody to help you do this.

My name is

I live at

My phone no is

My problem is

You can give this form to anyone who works for Sefton Children's Services or send it to the
The Children's Complaints Officer, Freepost RLXS-SRYC-YKTJ
Children's Services, PO Box 121, Bootle, L20 3XE
You don't need to put a stamp on the envelope.

Images of ways to get in touch



If you would prefer this form can
ONLINE at: kids@denbighshire



Or telephone us on 01745 5821



Or write to us at: FREEPOST F
Denbighshire LHB, Matthew H

Step 2

You can get in touch with us to make a complaint in any of the following ways:



By letter

You can use the
space below
(continue on a separate
sheet if you need more
room).



By phone.

Call us on 01745
532911

Attractive Images



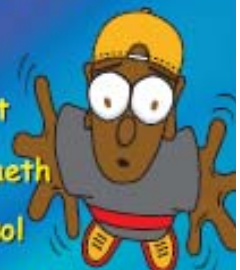
Who to complain to?

- ☺ Complaints Officer
- ☺ Children's Rights Officer
- ☺ Advocacy Service
- ☺ Social Worker



Pwy i gwyno iddynt?

- ☺ Swyddog Cwynion
- ☺ Swyddog Hawliau Plant
- ☺ Gwasanaeth Adfocatiaeth
- ☺ Gweithiwr Cymdeithasol



Design and Layout

These leaflets have been set out in an attractive and inviting way.

CAROLE CLARK
Children's Complaints Manager for Islington

You can write to her at:
FREEPOST CHILDRENS COMPLAINTS,
3 Edward Street,
London
N5 1EB

You do not need a stamp to send a letter to Carole. Don't forget to include your name, address and/or contact phone number so that Carole can get back to you. She'll reply within 3 days.

If you prefer you can:

- **phone** on 0800 408 0400 which is free from landlines only including phone boxes
- **fax** on 020 7354 9742
- **e-mail** her at carole.clark@islington.gov.uk or childrensocialcare.complaints@islington.gov.uk

You may not want to make a complaint about your own case but to tell us about something so that other children will not experience the same thing in future.

You can do this without giving your name by contacting the Children's Complaints Manager or CAIS

Your suggestions may help other children and young people

This leaflet is based on a winning design following a competition arranged by GLS that was open to all Looked After Children & Young People

November 2005

want to COMPLAIN?
Information for looked after children & young people

This leaflet explains how to make a complaint if you are looked after

ISLINGTON

Leaflet 10

Have your say about the Welsh Ambulance Services NHS Trust (WAST)

Not happy?
We'd like to know what you think about our service, both the good and the not so good, so if you need to complain here's how.

Contact us by phone on 01745 532911, or write to Kate at WAST, HM Stanley, St Asaph, Denbighshire, LL17 0RS.

Step 1

- We know it's not easy to complain but we need to know if we can put things right. We will listen and try to help.
- Make a suggestion by phone first if it's easier.
- If things don't change for the better or you are still not happy let us know in writing – see the back of this leaflet for help.
- We will do our best to sort out the problem within 2 working days if you phone us or 20 working days if you write to us (although we will always try to get in touch sooner).

Step 2

- You can also ask for other help to sort the problem out. The person who can help is called an advocate. We can let you know where to find one.
- ChildLine can help do this as well. You can call them on 0800 1111.
- We will do our best to explain things to you and your advocate.

Step 3

- We will always take what you say seriously and try to put things right quickly.
- If you are still not happy you can appeal and you can ask the Children's Commissioner Service to help take this further for you.

Welsh Ambulance Services NHS Trust

Get in touch with us

Step 1
Try and give as much information as possible about what happened, where it happened and when. Remember to include your contact details (name, address, telephone number) so that we can reply to you.

Step 2
You can get in touch with us to make a complaint in any of the following ways:

By letter
You can use the space below (continue on a separate sheet if you need more room).

By phone.
Call us on 01745 532911

Let us know how you would like us to reply. A chat on the phone could be helpful in sorting out your problem, or you can tell us in writing if you prefer.

Step 3
We will do our best to answer the problem within 20 working days if you write to us (although we will always try to get in touch sooner).

This document is also available in other languages, large print and audio format upon request. Please contact Corporate Communications on 01745 532948

← This leaflet is A4, and is set out effectively with large print, clear text and the right amount of information.

It's useful to have a tear off slip so that someone can keep the information on the rest of the leaflet.

Moisten gum and seal • Gwlychwch y glud a selwch

Complaint Form Ffurflen Gwyno

My name is
Fy enw i yw

I live at
Rydwi i'n byw yn

Please contact me on
Cysylltwch â fi ar

I'm unhappy
that...
Rwy'n anhapus
fod...

Moisten gum and seal • Gwlychwch y glud a selwch

Moisten gum and seal • Gwlychwch y glud a selwch

PHOTOCOPYING ORGANISATION
CYNIGOR BYRDEISTREF SIROL CAERFFILI
CYFADARAN GWYBODAETHAU CYMRDEITHASOL
MAES HAWTUN, GELLILHAF
NEWPORT, NP23 5YTH
01691 3922

CUSTOMER SERVICES MANAGER
CAERFFILI COUNTY BOROUGH COUNCIL
DIRECTORATE OF SOCIAL SERVICES
HAWTUN PARK, GELLILHAF
NEWPORT, NP23 5YTH
01691 3922

How can children & young people make a complaint to Social Services?

Sut gall bobl ifainc wneud cwyn i'r Gwasanaethau Cymdeithasol?

CAERFFILI
DIRECTORATE OF SOCIAL SERVICES
Cyfarwrn Gwasanaethau Cymdeithasol

Bilingual

It is important to make a clear distinction between the two languages on a bilingual leaflet to avoid confusion.

(This leaflet is Welsh/English back to back.)



GWNEUD SYLWADAU CYNNIG NEWIDIADAU neu WNEUD CWYN

Promoting Children's Rights
**TROS
GYNNAL**
Hawliau Plant
Cynhyrchu 1000000 2017-2020

TRI CAM RHWYDD

CAM 1 - LLEOL
CAM 2 - YMCHWILIAD
CAM 3 - ADOLYGIAD

SUT MAE'N GWEITHIO

Os ydych eislau gwneud sylw, cynnig newidiadau neu wneud cwyn mae TROS GYNNAL wedi sefydlu ffordd i chi wneud hynny yn rhwydd.

CAM 1

Os ydych eislau gwneud sylw, cynnig newidiadau neu wneud cwyn am rhywbeth yn y prosiect neu'r swyddfa gallwch ddewis slarad ág unrhyw un yn y prosiect el hun neu'r swyddfa ac fe fyddent yn gwneud eu gorau i'ch helpu. Os nad ydych chi gallu gwneud rhywbeth i'ch helpu byddent yn egluro sut i symud ymlaen i'r cam nesaf.

Os nad ydych eislau slarad â rhywun yn y prosiect neu'r swyddfa gallwch arwyddo gwaelod y ffurflen hon a'i hanfon yn yr amlen Rhadpost sydd ynghlwm (does dim angen stamp) ac fe fydd y swyddog Cwynion yn cysylltu gyda chi i'ch helpu i sortio pethau allan.

CAM 3

Os nad ydych chi cytuno gyda'r adroddiad neu'r ateb gallwch ofyn am adolygiad o bopeth o fewn 10 diwrnod gwaith o dderbyn yr adroddiad.

Os ydych eislau gallwch ofyn i'r swyddog Cwynion ddod i'ch helpu i sortio pethau allan ar unrhyw adeg trwy lenwi'ch manyllion isod a gyrru'r ffurflen yma yn yr amlen Rhadpost sydd ynghlwm ('does dim angen stamp').

**OS HOFFECH GAEL Y FFURFLEN YMA MEWN IAITH
ARALL NEU MEWN PRINT BRAS NEU RHYW NEWID
ARALL, DYWEDWCH WRTH EICH EIROLWR**

Enw
Cyfeiriad
Rhif Ffôn
Arwyddwyd
Dyddiad
I: Roger Bishop (Swyddog Cwynion)
FREEPOST RRHA-YUHG-UEYJ
Tros Gynnal
12 Ffordd y Gogledd
Caerdydd CF10 3DY





RAISING AN ISSUE SUGGESTING CHANGES or MAKING A COMPLAINT

Promoting Children's Rights
**TROS
GYNNAL**
Hawliau Plant
Cynhyrchu 1000000 2017-2020

THREE EASY STAGES

STAGE 1 - LOCAL
STAGE 2 - INVESTIGATION
STAGE 3 - REVIEW

HOW IT WORKS

If you want to raise an issue, suggest changes or make a complaint, TROS GYNNAL has set up a way that you can do so quite easily.

STAGE 1

If you want to raise an issue, suggest some changes or make a complaint about something at the project or office, you can choose to speak with anyone you like at the project itself and they will try to help you. If they can't sort something out they'll explain how to move things on to the next stage.

If you don't want to speak to someone at the project or office you can sign the bottom of this form and send it in the Freepost envelope attached (no need for a stamp) and the Complaints Officer will be in touch with you to help you work things out.

STAGE 2

If the issue or complaint can't be sorted out within 10 working days of talking to you (or 20 days only if there is a very good reason) then the Complaints Officer will appoint an Investigating Officer and an Independent Person to listen to you and look at the issues or complaint. They will write a report to try and recommend a solution.

STAGE 3

If, within 20 working days of receiving the report you are not happy with it or the solution, you can ask for an independent review of everything.

If you want to you can ask for the Complaints Officer to come and help you sort things out at any point by filling in your details below and sending this form in the Freepost envelope provided (you don't need a stamp).

**IF YOU WOULD LIKE THIS FORM IN ANOTHER
LANGUAGE OR IN LARGE PRINT OR WANT SOME
OTHER CHANGES, TELL YOUR ADVOCATE**

Name
Address
Tel. No.
Signed
Date
Send to: Roger Bishop (Complaints Officer)
FREEPOST RRHA-YUHG-UEYJ
Tros Gynnal
12 North Road
Cardiff CF10 3DY



These excerpts have been taken from the following leaflets:

Caerphilly – Social Services children and young people's complaints leaflet

Conwy County Borough Council – Social Services Children's compliments, suggestions and complaints leaflet

Conwy and Denbighshire Local Health Board – Complaints leaflet

Islington – Looked after children and young people's complaints leaflet

Lambeth – Comments, compliments and complaints for children and young people leaflet

Newport City Council – Complaints leaflet for children and young people

North West Wales NHS Trust – Children's complaints leaflet

Sefton Council – Children's Services complaints leaflet

Tros Gynnal – compliments, comments and complaints leaflet

Welsh Ambulance Services NHS Trust – Complaints leaflet