**Children’s Commissioner for Wales**

Complaint Form

1. Your details

|  |  |
| --- | --- |
| Surname: |  |
| Forename(s): |  |
| Title: Mr/Mrs/Miss/Ms/if other pleasestate: |  |
| Address and postcode: |  |
| Your e-mail address: |  |
| Daytime contact phone number: |  |
| Mobile number: |  |
| Please state by which of the abovemethods you would prefer us to contact you: |  |

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use this policy, for example, if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in your details in section A and their details in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

B: Making a complaint on behalf of someone else: Their details

|  |  |
| --- | --- |
| Their name in full: |  |
| Address and postcode: |  |
| What is your relationship to them? |  |
| Why are you making a complaint on their behalf? |  |

C: About your concern/complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary)

**Q1. What do you think we did wrong, or failed to do?**

**Q2. Describe how you personally have suffered or have been affected.**

**Q3. What do you think should be done to put things right?**

**Q4. When did you first become aware of the problem?**

**Q5. Have you already put your concerns to the officer responsible for delivering the work? If so, please give brief details of how and when you did so.**

**Q6. If it’s more than 6 months since you first became aware of the problem, please give the reason why you have not complained before now.**

If you have any documents to support your concern/complaint, please attach them with this form.

Signature: Date:

When you have completed this form, please send it to:

Head of Communications & Performance / Complaints Officer

Children's Commissioner for Wales
Llewellyn House
Harbourside Business Park
Harbourside Road
Port Talbot
SA13 1SB

Or email: post@childcomwales.org.uk

To be completed by the Commissioner’s complaints officer/another staff member at the Commissioner’s office:

|  |  |
| --- | --- |
| Action taken to resolve the complaint: |  |
| Was the Complainant satisfied with theexplanation/apology provided? Yes/No/Not sure |  |
| Was the complainant advised of the ComplaintsProcedure and given further information? |  |