

How to complain to us:

You can **speak to your Cafcass Cymru Practitioner** and give them any feedback you want to share.

You can **telephone us** on 0800 4960650 between 9am – 4:30pm Monday to Fridays.

You can **email us:** MyVoiceCafcassCymru@gov.wales.

You can **fill in one of the feedback forms** on our website: [Feedback, complaints and complaints](#).



You send us your feedback telling us what made you feel unhappy with Cafcass Cymru

We will reply to you, usually within one working day, to tell you we have received your complaint.

A manager will look into your complaint.

The manager will explain how they will work with you and what the next steps are. They will speak to you either in person, by phone, or by video, so that you can talk in more detail about how we can best sort things out for you.

The manager will respond in writing explaining what you talked about, what they have done, and what will happen next. We will do this as quickly as possible and within 15 working days after meeting with you or by a date agreed with you.

In our response to you, you will be given the opportunity to give us feedback on your experience of making a complaint, to help us deal better with complaints in the future.

If there are things that we can change or do better as a result of your complaint, we will speak to other people in Cafcass Cymru about making those changes.

What happens when you make a complaint?

