



3 Bellevue Road, Wrexham, LL13 7NH



Guidance for parents wishing to complain

Reviewed 2020

Woodlands is committed to providing a high quality service. However there may be occasions when parents feel that their expectations have not been met.

In this case you should complain.

You can be sure that :

- Your complaint will be taken seriously.
- Your complaint will be dealt with as soon as possible.
- We will strive to resolve your complaint to your satisfaction.

You can contact the following people to discuss your complaint:

The manager of the home where your child lives

or

Darryl Williams
Woodlands Director

Tel: (for all of above) - 01978 262777

If you are unhappy with the way your complaint is handled you can contact:

Phil Young
Children's advocate.
Tel:- 07891 692308

or

The Children's Commissioner for
Wales

Tel:- 01792 765600

or

Care Inspectorate Wales (CIW)
Tel:- 0300 7900 126