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|  | **This fact sheet is about:**  **CAFCASS Cymru** |
|  | CAFCASS Cymru works with families and children in court to: |
|  | * make sure children are safe and looked after. |
|  | * give advice to the courts. |
|  | * make sure children have someone to speak for them in court. |
|  | * provide information and advice to families and children. |
|  | **What do you do before you contact the Ombudsman?** |
| Macintosh HD:Users:Robert:Desktop:social care pics:Complain_1024x1024.png | Complain to CAFCASS CYMRU. |
|  | **What can the Ombudsman do?**  We can do something if: |
| Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:can't help.jpg | * you are not happy about the way CAFCASS CYMRU looked at   your complaint. |
|  | * Look at whether CAFCASS followed its own rules about a complaint. |
|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
| Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:CAFCASS Cymru complaint_1024x1024.jpg | * a complaint about people who   work for CAFCASS CYMRU. |
| Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:Court Report_1024x1024.png | * a report that has gone to the court. |
|  | **Things to think about** |
| Macintosh HD:Users:Robert:Desktop:social care pics:Not_Talking-2_1024x1024.png | If you are unhappy with a CAFCASS CYMRU report for the Court, you must  say this in Court. |
|  | The Ombudsman can tell CAFCASS Cymru what we think it should do if we think it has done something wrong. |
|  | **More information** |
| Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:Computer-Laptop_council planning.png | CAFCASS CYMRU  gov.wales/cafcass-cymru |
| Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:Computer-Laptop_childcom.png | The Children’s Commissioner for Wales may be able to act as an advocate for a child [www.childcomwales.org.uk](http://www.childcomwales.org.uk) |
| Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:Computer-Laptop_ME.png | Meic is a helpline for children and young people up to 25 [www.meiccymru.org](http://www.meiccymru.org) |
|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |