**SEREN complaints procedure**

We value your comments and whether you have a suggestion, concern or complaint regarding the content of any of SEREN education programme, we would like to hear from you.

We hope that any concern (complaint) you have can be dealt with immediately by talking to the staff concerned or their manager. However you can also raise any concerns by contacting the Children and Young People’s Diabetes Wales Network (CYPWDN)

Email: cyp.diabetesnetwork@wales.nhs.uk

Telephone: 02920 745163

Or you can write a letter to :

Children and Young People’s Wales Diabetes Network

c/o Cardigan House

UHW

Heath

Cardiff

CF14 4XW

Please note, if the issue is relating to a specific member of staff, you should follow the complaints procedure for your local health board. The complaints procedure ‘Putting things right’ can be found on the health board website.