



**Comisiynydd
Plant Cymru**
Children's
Commissioner
for **Wales**



Children's Rights Advice & Assistance Team

All children in Wales have rights under the United Nations Convention on the Rights of the Child (UNCRC).



This includes the right to education, the right to the best possible health care, and the right to be safe.

If you need help accessing your rights, contact us.

Freephone: **0808 801 1000**



Comisiynydd Plant Cymru

Children's
Commissioner
for Wales

The office of the Children's Commissioner for Wales is here to promote and protect the rights and welfare of all children who usually live in Wales.

The Children's Rights Advice and Assistance Team offer a free and confidential helpline which is there to advise and assist children and young people or those who care for them if they feel that a child has been treated unfairly.

We can help children and young people up to the age of 18 (or up to 25 in certain circumstances*) who may need advice or assistance to access any of their children's human rights. We can also provide advice and assistance to adults who work with or care for children in Wales.

We make sure we keep the information you share with us confidential, unless we think what we are being told suggests that a child or young person is at risk of harm—we then share the information with other organisations that can help protect the child.

*The law that set up our office states that we can provide advice to a child or young person up to the age of 18, or 21 if they are care-experienced, or up to 25 if they are care-experienced and are still in education.



Areas we can help with:

We always aim to give you advice or support directly, or to point you in the right direction. While we try to help with any issue affecting children and young people, our particular areas of expertise are:

- Educational entitlements
- Social services
- Health access
- Complaints



Our friendly Advice Team

will listen to you to understand your situation before offering you advice or assistance. If we can't help you, we will try to find someone who can.

However you contact us, we aim get back to you within 3 working days of your initial contact.

Our opening hours are **9am-5pm Monday to Friday**, except bank holidays.



We are here to help

You can contact us by:

Website: www.childcomwales.org.uk

Email: advice@childcomwales.org.uk

Freephone: **0808 801 1000**