



Putting Things Right

How to register your concerns and compliments



Sparkle are committed to providing high quality leisure services and support for children, young people and their families.

We believe the only way to achieve this and continue to improve and develop services, is by talking to each other and working together.

We welcome both positive and negative feedback and are always grateful to hear your thoughts, comments and concerns.



We want to hear from you!

If you have positive feedback you would like to share with us, we would very much appreciate receiving this. Equally if you are concerned in any way about Sparkle staff, services or procedures, we would encourage you to raise your concern with a member of the Sparkle team.

Your concern will be taken seriously and investigated.

Alternatively, if you would like to contact our Family Liaison Officer Jayne Jones, on 01633 748013 or jayne.jones20@wales.nhs.uk, she would be happy to co-ordinate your feedback and work closely with you to resolve your concern.

