



Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

# Children and young people's health charter

## Our promise to you, we will:

Treat you with respect and kindness.

*UNCRC Articles 2, 14*

Give you information in a way you can understand.

*UNCRC Articles 13, 17*

Give you choices wherever possible.

*UNCRC Article 12*

Keep ourselves up to date and knowledgeable so we can give you the best advice.

*UNCRC Articles 6, 23, 24*

Consider your safety in everything we do.

*UNCRC Article 19*

Listen to you.

*UNCRC Article 12*

Ask you about how you feel.

*UNCRC Article 3*

Tell you what might happen while we are looking after you.

*UNCRC Articles 13, 17*

Involve you in things which concern you.

*UNCRC Article 3*

We will respect your privacy.

*UNCRC Article 16*

Do our best to get to know you and what you need.

*UNCRC Articles 3, 12, 14*

Tell you our name and ask what you would like to be called.

*UNCRC Article 3*

Give you the chance to have your say.

*UNCRC Article 12*

Tell you how you can complain or compliment us.

*UNCRC Article 12*

