



Eich cyf/Your ref Petition P-05-900  
Ein cyf/Our ref VG/07245/19

Janet Finch-Saunders AM  
Chair - Petitions Committee  
National Assembly for Wales  
Ty Hywel  
Cardiff  
CF99 1NA

[SeneddPetitions@assembly.wales](mailto:SeneddPetitions@assembly.wales)

13 August 2019

Dear Janet,

Thank you for your letter of 17 July about the petition you have received from Reann Jenkins asking for the National Assembly for Wales to review the way parents and families, particularly those with disabled children, are treated by public services including the NHS, schools and social services.

The Welsh Government is committed to ensuring equality for people with disabilities and their families. We have a wealth of legislation and guidance in place to ensure disabled people and their families are supported. Following consultation, we are finalising the Welsh Government's new Framework - 'Action on Disability: The Right to Independent Living', which will be published later this summer. One of the aims is to promote equality of opportunity and support disabled people to more easily and readily access resources and mainstream services.

All public bodies have a complaints procedure to follow should individuals be unhappy with the services they have received or the way they have been treated. Should they submit a complaint and be unhappy with the outcome then they could ask the Public Services Ombudsman for Wales to investigate.

Yours sincerely,

**Vaughan Gething AC/AM**  
**Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol**  
**Minister for Health and Social Services**

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:  
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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.