

# Want to complain about something? ...Go ahead



If you are unhappy about the social services you are receiving, you have a right to complain.

We aim for high standards but sometimes things do go wrong. We will only be able to help you and try to put things right if you tell us you are unhappy.

Don't be afraid to complain. We welcome your comments, both positive and negative, because they may help us to improve our services for everyone.

The complaints process has three distinct stages. You may make your initial complaint at either Stage 1 or Stage 2:

## ● Stage 1 - local resolution

Most problems are best sorted out by the staff who are working with you. Contact the person in charge of your local service or contact our complaints officer who will speak to that person on your behalf. You can do this face-to-face, by telephone, in writing or by email. They will do their best to sort things out quickly. This should take no more than two weeks.

## ● Stage 2 - formal consideration

Contact our complaints officer who will arrange for someone not involved in providing your service to investigate the complaint. You have the right to expect a response from the Council within five weeks. You may contact the complaints officer to make your initial complaint or after having spoken to the staff who work with you.

If you remain unsatisfied at this stage you can ask for a review of how we have dealt with your complaint by an independent panel (this is called **Stage 3**).

### To contact our complaints officer: Simon Salter

The Vale of Glamorgan Council  
Community Services Directorate  
2nd Floor, Dock Offices  
Barry. CF63 4RT

Tel: 01446 704823 Email: [commissioningresources@valeofglamorgan.gov.uk](mailto:commissioningresources@valeofglamorgan.gov.uk)

You may ask for more detailed information about the complaints procedure first, to help you decide whether to make a complaint (you will receive this information automatically when we receive your complaint).

**Remember:** it is your **right** to complain if you are not happy with the quality of the services you receive and it is our **duty** to look into your complaint and try to resolve it.

## Let's work together to get things right.

This leaflet was drafted by the Association of Social Care Communicators Wales in conjunction with the Welsh Assembly Government.

# Eisiau cwyno am rywbeth? ....Ewch amdani



Os nad ydych yn hapus â'r gwasanaethau cymdeithasol yr ydych yn eu derbyn, mae gennych hawl i gwyno.

Rydym yn anelu tuag at safonau uchel ond weithiau nid yw pethau'n mynd fel y dylent. Ni fyddwn yn gallu eich helpu na cheisio unioni pethau oni bai eich bod yn dweud wrthym eich bod yn anhapus.

Peidiwch â bod ofn cwyno. Rydym yn croesawu eich sylwadau, rhai cadarnhaol a negyddol, oherwydd gallant ein helpu ni i wella ein gwasanaethau i bawb.

Mae tri cham i'r broses cwynion. Gallech wneud eich cwyn cyntaf unai yng Ngham 1 neu Gam 2.

## ● Cam 1 - datrysiaid lleol

Mae'r rhan fwyaf o broblemau'n cael eu datrys orau gan staff sy'n gweithio gyda chi. Cysylltwch â'r person sy'n gyfrifol am eich gwasanaeth lleol neu cysylltwch â'n swyddog cwynion a fydd yn siarad â'r person hwnnw ar eich rhan. Gallwch wneud hyn wyneb yn wyneb, ar y ffôn, drwy ysgrifennu neu ar e-bost. Byddant yn gwneud eu gorau i ddatrys pethau'n gyflym. Ni ddylai hyn gymryd mwy na phythefnos.

## ● Cam 2 - ystyriaeth ffurfiol

Cysylltwch â'n swyddog cwynion a fydd yn trefnu i rywun nad yw'n gysylltiedig â darparu eich gwasanaeth i ymchwilio i'r gwyn. Mae gennych hawl i ddisgwyl ymateb gan y Cyngor cyn pen pum wythnos. Gallwch gysylltu â'r swyddog cwynion wneud eich cwyn o'r cychwyn, neu siarad â'r staff sy'n gweithio gyda chi yn gyntaf.

Os ydych yn dal yn anfodlon, cewch ofyn i ni drefnu i banel annibynnol adolygu ein hymateb i'ch cŵyn (**Cam 3**).

### I gysylltu â'n swyddog cwynion: Simon Salter

Cyngor Bro Morgannwg

Cyfarwyddiaeth Gwasanaethau Cymunedol

Zil Lawr, Swyddfeydd y Doc

Y Barri. CF63 4RT

Ffôn: 01446 704823 E-bost: [commissioningresources@valeofglamorgan.gov.uk](mailto:commissioningresources@valeofglamorgan.gov.uk)

Gallech ofyn am wybodaeth fwy manwl am y weithdrefn gwyno i ddechrau, i'ch helpu i benderfynu a ddylech wneud cwyn ai peidio (byddwch yn derbyn y wybodaeth yma'n uniongyrchol pan fyddwn yn derbyn eich cwyn).

**Cofiwch:** mae gennych hawl i gwyno os nad ydych yn hapus ag ansawdd y gwasanaethau a dderbyniwch a'n **dyletswydd** ni yw rhoi sylw i'ch cwyn a cheisio ei datrys.

## Beth am weithio gyda'n gilydd i ddatrys pethau.

Cafodd y daflen hon ei drafftio gan Gymdeithas Cyfathrebwyr Gofal Cymdeithasol Cymru ar y cyd â Llywodraeth Cynulliad Cymru.

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