

Want to complain about something? You are welcome.

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.

Stage 3 – If all else fails, you can ask for someone who is totally independent to handle your complaint.

If you are still not satisfied you can appeal to the Local Ombudsman at: 1 Ffordd yr Hen Gae Field, Pencoed, Cardiff CF35 5LJ

You can also contact the Care Standards Inspectorate for Wales (CSIW) on 01495 761200 or fax 01495 761239

How to contact our complaints officers

Telephone **0800 328 4061**
Email **socialservices@caerphilly.gov.uk**
You may also use other means, e.g. textphone, minicom.

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.

Do not write in this yellow area

Name / Enw _____

Address /
Cyfeiriad _____

Postcode / Côt Post _____

Telephone / Rhif ffôn _____

If you are writing on behalf of anyone, then please provide their name, address and telephone number, as well as your own.
Os ydych yn ysgrifennu ar ran rhywun arall, rhowch ei (h)enw, cyfeiriad a rhif ffôn os gwelwch yn dda.

Details of comment
Manylion y sylwadau

Please continue on another sheet of paper if there is not enough room on this form.
Parhewch ar ddarn arall o bapur os nad oes digon o le os gwelwch yn dda.

Peidiwch ag ysgrifennu yn yr ardal melyn hwn

Listening and Learning



Gwranddo a Dysgu

I gysylltu â'n swyddogion cwynion

Ffôn **0800 328 4061**
e-bost socialservices@caerphilly.gov.uk
Gallech hefyd ddefnyddio ffyrdd eraill,
e.e. ffôn testun, minicom.

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 cŵyn
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.

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 gŵyn.
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.

Cam 3 – Os yw popeth arall yn methu, gallech ofyn i **rywun cwbl annibynnol** ymdrin â'ch cwyn.

Os ydych dal i fod yn anfodlon
gallwch wneud apêl i'r Ombwdsman
Lleol yn: 1 Ffordd yr Hen Gae Feild.
Pencoed, Caerdydd.

Gallwch hefyd gysylltu â'r Arolygiaeth
Safonau Gofal Cymru (ASGC) ar
01495 761200 neu ffacs 01495 761239.

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 cam i'r
broses cwynion. Gallech wneud eich
cwyn cyntaf naill ai yng Ngham 1 neu
Gam 2.

Cam 1 – datrysiad 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



RHEOLWRAIG GWASANAETHAU CWSMERIAD
CYFADRAN GWASANAETHAU CYMDEITHASOL
MAES HAWTIN
GELLI-HAF
PONTLLAN-FRAITH
COED DUON
NP12 2PZ

GWASANAETH ATEB BUSNES
Rhif Trwydded SWC0627

BUSINESS REPLY SERVICE
Licence No SWC0627



CUSTOMER SERVICES MANAGER
DIRECTORATE OF SOCIAL SERVICES
HAWTIN PARK
GELLIHAF
PONTLLANFRAITH
BLACKWOOD
NP12 2PZ