

Enw / Name _____

Cyfeiriad / Address _____

Cod Post / Postcode _____

Rhif ffôn / Telephone _____

Os ydych yn ysgrifennu ar ran rhywun arall, rhowch enw, cyfeiriad a rhif ffôn y person hwnnw yn ogystal â'ch manylion chi. *If you are writing on behalf of anyone, then please provide their name, address and telephone number, as well as your own.*

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

Rydym bob amser yn anelu at safonau uchel ac weithiau mae angen awgrymiadau arnom i'n helpu i wella'r gwasanaeth rydym yn ei ddarparu.

Peidiwch â bod ofn cysylltu â ni. Rydym yn croesawu eich awgrymiadau er mwyn ein helpu i wella ein gwasanaethau i bawb.

Want to express appreciation or make a suggestion? You are welcome.

If you feel that a member of staff or particular service area has gone above and beyond to provide you with a service, we would be delighted to hear about it. It is good to provide staff with praise and thanks for all their efforts and the difference they make.

We are always aiming for high standards and sometimes we need suggestions to help us improve the services we provide.

Don't be afraid to contact us. We welcome your suggestions in order to help us improve our services for everyone.

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 hon yn 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.

Am eglurhad o sut y byddwn yn defnyddio'ch gwybodaeth, gan gynnwys:

- Pam mae ei hangen arnom
- Gyda phwy y byddwn yn ei rhannu
- Am faint y bydd yn cael ei chadw

edrychwch ar ein hysbysiadau preifatrwydd ar ein gwefan <https://www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Privacy-notices?lang=cy-gb>

Eisiau mynegi gwerthfawrogiad neu wneud awgrymiad? Mae croeso i chi wneud.

Os ydych yn teimlo bod aelod o staff neu ardal gwasanaeth arbennig wedi mynd y filltir ychwanegol i'ch darparu gyda gwasanaeth, byddwn wrth ein bodd i glywed amdano. Mae'n dda i roi clod a diolch i staff am eu holl ymdrechion a'r gwahaniaeth maent yn ei wneud.

Cam 2 – Ymchwiliadau Ffurfiol
Cysylltwch â'n swyddog cwynion a fydd yn trefnu i rywun ymchwilio i'r gŵyn. Ni fydd y person yn gweithio i Gyngor Bwrdeistref Sirol Caerffili. Mae gennych hawl i ddisgwyl ymateb gan y Cyngor cyn pen pum wythnos. Gallwch gysylltu â'r swyddog cwynion i wneud eich cwyn o'r cychwyn, neu ar ôl siarad â'r staff sy'n gweithio gyda chi. Efallai bydd eich swyddog cwynion hefyd yn awgrymu datrys eich cwyn drwy gyflafareddu.

Os ydych yn dal yn anfodlon, gallwch wneud apêl i'r Ombwdsman Lleol yn: 1 Ffordd yr Hen Gae, Court Road, Pencoed, CF35 5LJ

Ffôn: 0300 790 0203
Ebost: ask@ombudsman-wales.org.uk

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

Sut i gysylltu â'n swyddogion cwynion

Ffôn **0800 328 4061**
E-bost CwynionaGwybodaethGC@caerffili.gov.uk
Gwefan <https://www.caerffili.gov.uk/cwynion-gwasanaethau-cymdeithasol>
Yn ysgrifenedig **Tim Cwynion a Gwybodaeth, Gwasanaethau Cymdeithasol, Tŷ Penallta, Parc Tredomen, Ystrad Mynach, Hengoed, CF82 7PG**

Gallwch hefyd ddefnyddio'r ffurflen ragdaledig sydd ynghlwm â'r daflen hon.

Eisiau cwyno am rywbeth? Mae croeso i chi wneud.

Rydym yn anelu 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.

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

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 dau gam i'r broses cwynion. Gallech wneud eich cwyn gyntaf naill ai 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, dros y ffôn, drwy ysgrifennu neu drwy e-bost. Byddant yn gwneud eu gorau i ddatrys pethau'n gyflym. Ni ddylai hyn gymryd mwy na thair wythnos.

Gwasanaethau Cymdeithasol Social Services

Oes gennych chi Gŵyn, Sylwad neu Ganmoliaeth?

Beth am weithio ar y cyd i
wneud pethau'n gywir



Do you have a Complaint, Comment or Compliment?

Let's work together to get
things right

How to contact our complaints officers

Telephone **0800 328 4061**

Email **sscomplaintsandinformation@**

caerphilly.gov.uk

Website **https://www.caerphilly.gov.uk/
social-services-complaints**

In writing **Complaints and Information
Team, Social Services, Penallta House,
Tredomen Park, Ystrad Mynach,
Hengoed, CF82 7PG**

You may also use the pre paid form attached
to this leaflet.

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.

For an explanation of how we will use your
information including:

- Why we need it
- Who we will share it with
- How long it will be kept for

please view our Privacy notices on our website
[https://www.caerphilly.gov.uk/My-Council/
Data-protection-and-freedom-of-information/
Privacy-notice](https://www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Privacy-notice)

Stage 2 – Formal Investigations

Contact our complaints officer who will
arrange for someone to investigate your
complaint. This person will not work for
Caerphilly County Borough Council. 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. The complaints officer
may also suggest resolving your complaint
through mediation, if appropriate.

If you are still not satisfied you can appeal to
the Public Services Ombudsman for Wales at:
1 Ffordd yr Hen Gae, Court Road, Pencoed,
CF35 5LJ

Tel: 0300 790 0203

Email: ask@ombudsman-wales.org.uk

You can also contact the Care Inspectorate
Wales (CIW) on 01495 761200 or
fax 01495 761239.

Want to complain about something? You are welcome.

**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.**

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

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 two 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.

Business Reply Plus
Licence Number
RRT-LLLG-BGRA



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Caerphilly County Borough Council
Directorate of Social Services & Housing
Complaints and Information Team
Penallta House
Ystrad Mynach
Hengoed
CF82 7PG