

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 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 to investigate your complaint. This person will not be involved in providing your service. 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.

Stage 3 – The Welsh Assembly

Government will consider any concerns you have about the way your complaint was handled.

If you are still not satisfied you can appeal to the Local Ombudsman at:

1 Ffordd yr Hen Gae, Court Road,
Pencoed, CF35 5LJ

You can also contact the Care and Social Services Inspectorate Wales (CSSIW) on
Tel: 0300 062 8888
Fax: 0300 062 8548
Email: cssiw.southeast@wales.gsi.gov.uk

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.

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.

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

Os ydych yn teimlo fod aelod o staff neu ardal gwasanaeth arbennig wedi mynd un cam ymhellach 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.

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

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

Do not write in this yellow area

Name / Enw _____

Address / Cyfeiriad _____

Postcode / Cod Post _____

Telephone / Rhifffôn _____

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 rhifffôn os gwelwch yn dda, yn ogystal â'ch manylion chi.

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.

Social Services Gwasanaethau Cymdeithasol

Do you have a Complaint, Comment or Compliment?

Let's work together to get
things right



Oes gennych chi Gŵyn, Sylwad neu Ganmoliaeth?

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

Sut i gysylltu â'n swyddogion cwynion

Ffôn 0800 328 4061

e-bost

gwasanaethaucymdeithasol@caerfilli.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).

Cam 3 –

Bydd Llywodraeth Cynulliad

Cymru yn ystyried unrhyw bryderon sydd

gennych am sut y cafodd eich cwyn ei drin.

Cam 2 –

Ysbyty Cymdeithasol

gwynion 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.

Eisiau cwyno am rywbeth? Mae croeso i chi wneud.

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.

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
tri cam i'r broses cwynion. Gallech wneud
eich cwyn cyntaf 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, ar y ffôn, drwy ysgrifennu neu ar

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

Gallwch hefyd gysylltu â'r Arolygiaeth
Safonau Gofal Cymru (ASGC) ar 0300 062
8800 neu e-bost cssiw@wales.gsi.gov.uk.