

**Caerphilly County Borough Council
Complaint Handling Processes
Statement of Principles**

Effective complaints handling processes should be:

- 1) Complainant Focused
- 2) Simple
- 3) Fair & Objective
- 4) Timely & Effective
- 5) Accountable
- 6) Committed to Continuous Improvement

1) Complainant Focused

- The complainant should always be at the centre of the complaints process.
- Service providers need to be flexible when responding to complainants' differing needs.

2) Simple

- Complaints processes should be well-publicised, have easy-to-follow instructions and have no more than two stages.
- Information on advocacy services and support should be available.
 - Complaints responses should set out clearly the next stage and the right to approach the Ombudsman.
 - **Fair & Objective**
Complainants should receive a complete and appropriate response to their concerns.
 - Complainants and staff complained about should be treated equally and with dignity.

4) Timely & Effective

- Complaints should be resolved promptly, when possible
Investigations should be thorough, yet prompt.
- Complainants should be kept informed throughout of the progress of a lengthy investigation.

5) Accountable

- Complainants should receive an honest and clear explanation of the findings of an investigation.

**Cyngor Bwrdeistref Sirol Caerffili
Prosesau Ymdrin â Chwynion
Datganiad o Egwyddorion**

Dylai prosesau ymdrin â chwynion effeithiol fod yn:

- 1) Canolbwyntio ar yr Achwynydd
- 2) Syml
- 3) Teg a Gwrthrychol
- 4) Amserol ac Effeithiol
- 5) Atebol
- 6) Wedi Ymrwymo i Wella Parhaus

1) Canolbwyntio ar yr Achwynydd

- Dylai'r achwynydd fod wrth wraidd y broses gwynion bob amser.
- Mae angen i ddarparwyr gwasanaeth fod yn hyblyg wrth ymateb i wahanol anghenion achwynwyr.

2) Syml

- Dylai prosesau cwyno gael cyhoeddusrwydd da, dylai fod â chyfarwyddiadau hawdd eu dilyn a heb fod â mwy na dau gam.
- Dylai gwybodaeth am wasanaethau eirioli a chymorth fod ar gael.
- Dylai ymatebion i gwynion nodi'n glir y cam nesaf a'r hawl i fynd at yr Ombwdsmon.

3) Teg a Gwrthrychol

- Dylai achwynwyr dderbyn ymateb cyflawn a phriodol i'w pryderon.
- Dylid trin achwynwyr a staff y cwynir amdanynt yn gyfartal a gydag urddas.

4) Amserol ac Effeithiol

- Dylid datrys cwynion yn brydlon, pan fo hynny'n bosibl.
- Dylai ymchwiliadau fod yn drylwyr, ond yn brydlon.
- Dylid rhoi gwybod i achwynwyr trwy gydol cynnydd ymchwiliad hir.

5) Atebol

- Service providers should explain to complainants what changes will be made if their complaint is upheld, whenever possible.

6) Committed to Continuous Improvement

- Information from complaints should be collated and analysed.
- Data should be shared with the organisations's senior leaders and the Ombudsman to support improvement in complaint handling and in service delivery.
- Decision makers should regularly review the information gathered from complaints when planning service delivery.

How to contact us: email us complaints@caerphilly.gov.uk, telephone: 01443 864221, **website:** www.complaints@caerphilly.gov.uk, write to us at Caerphilly County Borough Council C/o Legal Services, Penallta House, Ystrad Mynach, Hengoed CF82 7PG

- Dylai achwynwyr dderbyn esboniad gonest a chlrir o ganfyddiadau ymchwiliad.
- Dylai darparwyr gwasanaeth esbonio i achwynwyr pa newidiadau fydd yn cael eu gwneud os bydd cwyn yn cael ei chadarnhau, pryd bynnag y bo hynny'n bosibl.

6) Wedi Ymrwymo i Wella Parhaus

- Dylid casglu a dadansoddi gwybodaeth o gwynion.
- Dylid rhannu data ag uwch arweinwyr y sefydliad a'r Ombwdsmon i gefnogi gwelliant wrth ymdrin â chwynion ac wrth ddarparu gwasanaethau.
- Dylai'r rhai sy'n gwneud penderfyniadau adolygu'r wybodaeth sy'n cael ei chasglu o gwynion yn rheolaidd wrth gynllunio darpariaeth gwasanaeth.

Sut i gysylltu â ni: drwy e-bost: cwynion@caerffili.gov.uk, ffôn: 01443 864221, **gwefan:** www.caerffili.gov.uk, yn ysgrifenedig: Cyngor Bwrdeistref Sirol Caerffili D/I Gwasanaethau Cyfreithiol, Tŷ Penallta, Ystrad Mynach, Hengoed CF82 7PG