

Gwranddo, Ymateb, Gwella Sut i wneud Cwyn, Sylw, neu Ganmoliaeth am Wasanaethau Gofal



Swyddog Gofal Cwsmer Adran Oedolion ☎ 01286 679549

Swyddog Gofal Cwsmer Adran Plant ☎ 01286 679151

✉ gcdc@gwynedd.llyw.cymru





Gwrandu, Ymateb, Gwella

Sut i wneud Cwyn, Sylw, neu Ganmoliaeth
am Wasanaethau Gofal Cymdeithasol

Cysylltwch â Swyddog Gofal Cwsmer Adran
Oedolion, Iechyd a Llesiant ar **01286 679549** neu
ar **gcgc@gwynedd.llyw.cymru**

neu

Cysylltwch â Swyddog Gofal Cwsmer Adran Plant
a Chefnogi Teuluoedd ar **01286 679151** neu ar
gcgc@gwynedd.llyw.cymru



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Dywedwch wrthym beth ydych chi'n feddwl o Wasanaethau Gofal Cymdeithasol

Mae eich barn yn bwysig i ni ac mae
dysgu o'ch profiadau yn ein helpu ni i
wella gwasanaethau. Os ydych chi yn
anhapus gydag unrhyw agwedd o'ch

gwasanaeth gofal cymdeithasol, rydym eisiau gwybod mor fuan â
phosib fel y gallwn wneud pethau'n iawn. Ceisiwch beidio â gadael
pethau'n rhy hwyr (e.e. dros flwyddyn), gan y gall hynny ei gwneud
hi'n anodd i ddarganfod beth sydd wedi mynd o'i le. Rydym eisiau
gwybod pan mae pethau wedi mynd yn dda hefyd, neu os oes
gennych chi unrhyw syniadau ynglŷn â sut gallwn wneud pethau yn
wahanol neu yn well.



Gwrandu, Ymateb a Gwella

Mae cynghorau lleol yn gyfrifol am wasanaethau gofal
cymdeithasol ac yn ôl deddfwriaeth mae'n rhaid ymateb i
gwynion. Rydym yn ceisio:

Gwrando, Ymateb, Gwella

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- Gwrando ar eich profiadau, a'ch cymryd o ddifrif
- Ymchwilio i beth sydd wedi mynd o'í le
- Datrys unrhyw broblem sydd wedi codi
- Ateb eich pryderon mor fuan â phosib
- Gwella ein gwasanaethau drwy ddysgu o'ch profiadau.

Pwy sydd yn cael cwyno?

- Unrhyw berson neu blentyn (neu riant / gwarcheidwad plentyn) sydd yn derbyn gwasanaeth gofal cymdeithasol
- Unrhyw un sydd yn teimlo fod gwasanaeth wedi ei wrthod iddynt mewn ffordd annheg
- Cynrychiolydd person (e.e. cyfreithiwr neu eiriolwr), perthynas neu ffrind person sydd yn derbyn gwasanaeth, neu sy'n teimlo y dylent dderbyn gwasanaeth. Fel arfer, rhaid cael caniatâd y person i wneud cwyn ar eu rhan neu brofi fod diddordeb digonol yn llês yr unigolyn.

Beth sy'n digwydd ar ôl i mi wneud cwyn?

Pan rydych chi yn cysylltu â ni byddwn yn:

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- Gofyn i chi egluro beth sydd wedi digwydd
- Gofyn i chi beth hoffech i ni wneud i wella pethau
- Cydnabod eich cwyn a chadarnhau beth fydd yn digwydd nesaf
- Ceisio darganfod beth aeth o'i le
- Gadael i chi wybod lle mae pethau wedi cyrraedd
- Trefnu i chi gael ymateb ysgrifenedig, neu ar fformat arall os ydi hynny'n fwy addas.



Beth sydd yn digwydd os rwyf yn dal i fod yn anfodlon?

Os nad ydych chi yn hapus gyda'r ymateb, gallwn roi gwybod i chi pa opsiynau sydd ar gael i chi, gan gynnwys:

- ymchwiliad ffurfiol i'r gwyn gan ymchwilydd annibynnol o'r gwasanaeth

Gwrandio, Ymateb, Gwella

Sut i wneud Cwyn, Sylw, neu Ganmoliaeth
am Wasanaethau Gofal Cymdeithasol

- cyfeirio'r gwyn at Ombwdsman Gwasanaethau Cyhoeddus Cymru ar ôl cynnal ymchwiliad ffurfiol
- cyfeirio'r gwyn at Arolygiaeth Gofal Cymru (AGC)

Sut i gysylltu â ni?

Gallwch gysylltu gyda Swyddog Gofal Cwsmer yr Adran Oedolion, Iechyd a Llesiant sydd yn delio â chwynion Oedolion drwy:

Ffôn: 01286 679 549

E-bost: gcdc@gwynedd.llyw.cymru

Post: Adran Oedolion, Iechyd a Llesiant

Cyngor Gwynedd

Stryd y Jêl

Caernarfon

LL55 1SH

Gallwch gysylltu gyda Swyddog Gofal Cwsmer yr Adran Plant a Chefnogi Teuluoedd, sydd yn delio gyda chwynion plant drwy:

Swyddog Gofal Cwsmer Adran Oedolion ☎ 01286 679549

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✉ gcdc@gwynedd.llyw.cymru

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Cwyn, Sylw, neu Ganmoliaeth am
Wasanaethau Gofal Cymdeithasol

Ffôn: 01286 679151

E-bost: gcg@gwynedd.llyw.cymru

Post: Swyddog Gofal Cwsmer

Adran Plant a Chefnogi Teuluoedd

Cyngor Gwynedd

Stryd y Jêl, Caernarfon

LL55 1SH

Gallwch hefyd siarad gydag unrhyw aelod o staff Gwasanaethau Cymdeithasol a fydd yn pasio eich cwyn neu sylw ymlaen. **Neu gallwch ddefnyddio'r ffurflen a'i phostio yn ôl i ni:**

Enw:.....

Rhif ffôn:.....

Cyfeiriad e-bost:.....

Cyfeiriad:

.....

.....

Gwrandu, Ymateb, Gwella

Sut i wneud Cwyn, Sylw, neu Ganmoliaeth am Wasanaethau Gofal Cymdeithasol



Rwyf eisiau:

Gwneud Cwyn

Cyflwyno syniad neu awgrym

Diolch

Dyma'r manylion:

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Dyma yr hoffwn i'r Gwasanaeth wneud i wella pethau:

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Eich gwybodaeth bersonol

Cyngor Gwynedd fydd yn gyfrifol am eich gwybodaeth bersonol.

Pam ein bod angen eich gwybodaeth?

Rydym yn casglu eich gwybodaeth er mwyn gallu ymchwilio
ymhellach i mewn i'ch cwyn.

Cyfiawnhad dros ddefnyddio eich gwybodaeth

Mae'r Cyngor yn casglu ac yn defnyddio eich gwybodaeth bersonol am
fod ganddo ddyletswydd neu hawl gyfreithiol i wneud hynny; neu i
berfformio tasg sydd er budd cyhoeddus; neu am eich bod wedi rhoi eich
caniatâd. Y term gyfreithiol am hyn yw y sail gyfreithiol o brosesau.

Gwrando, Ymateb, Gwella

Sut i wneud Cwyn, Sylw, neu Ganmoliaeth
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***Yn yr achos hwn, mae'r Cyngor yn defnyddio eich gwybodaeth bersonol
am ei fod yn ymgymryd â thasg sydd er budd cyhoeddus.***

Ni fydd y Cyngor yn defnyddio eich gwybodaeth ar gyfer
gwneud penderfyniadau awtomataidd neu broffilio.

Pwy arall fydd yn derbyn eich gwybodaeth

Ni fyddwn yn rhannu eich gwybodaeth gydag unrhyw sefydliad arall.

Ni fyddwn yn trosglwyddo eich gwybodaeth i wlad arall.

Pa mor hir fyddwn yn cadw eich gwybodaeth

Byddwn yn cadw eich gwybodaeth cyhyd ag y bo angen.

Eich hawliau

I gael gwybodaeth am eich hawliau a manylion cyswllt Swyddog
Diogelu Data'r Cyngor, ewch i'n gwefan

<https://www.gwynedd.llyw.cymru/cy/Trigolion/Trigolion.aspx>

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Listening, Responding, Improving How to make Complaints, Comments or Compliments about Social Care Services



yn ann bynni a diog
Adults Customer Care Officer ☎ 01286 679549 682888 Children
and ☒ Family Customer cao@gwynedd.gov.uk Care Officer ☎ 01286 679151
☒ gccg@gwynedd.llyw.cymru






Listening, Responding, Improving

How to make Complaints, Comments or
Compliments about Social Care Services

Contact the Adult, Health and Wellbeing
Department's Customer Care Officer on **01286
679549** or on **gcgc@gwynedd.llyw.cymru**

or

Contact the Children and Family Department's
Customer Care Officer on **01286 679151** or on
gcgc@gwynedd.llyw.cymru



Adults Customer Care Officer ☎ 01286 679549
Children and Family Customer Care Officer ☎ 01286 679151
✉ gcgc@gwynedd.llyw.cymru

Listening, Responding, Improving

How to make Complaints, Comments or Compliments about Social Care Services

Tell us what you think about Social Care Services

Your views are important to us and learning from your experiences will help us to improve services. If you are unhappy with any aspect of your social care service, we want to know as soon as possible so we can try and put things right for you. Try not to leave it too long (e.g. over a year), as this can make it difficult to find out what went wrong. We also want to know when things go well or if you have ideas for how we can do things differently or better.



Listening, Responding, Improving

Local councils are responsible for social care services and under legislation must respond to complaints. We aim to:

- Listen to your experiences, and take you seriously
- Investigate what has gone wrong
- Resolve any problems which have arisen
- Respond to your concerns as soon as possible

Listening, Responding, Improving

How to make Complaints, Comments or Compliments about Social Care Services

- Improve our services by learning from your experiences.

Who can make a complaint?

- Any person or child (or parent / guardian) who receives a service
- Anyone who believes they have been unfairly refused a service
- A representative (e.g. solicitor, advocate), family member or a friend of the person or child who receives a service (or believes they should). Usually, you will need to get permission from the person to raise a complaint on their behalf or present evidence of having sufficient interest in their wellbeing.

What happens when I make a complaint?

When you contact us, we will:

- Ask you to explain what has happened
- Ask you what you would like us to do to put things right

Adults Customer Care Officer ☎ 01286 679549

Children and Family Customer Care Officer ☎ 01286 679151

✉ gcdc@gwynedd.llyw.cymru

Listening, Responding, Improving

How to make Complaints, Comments or Compliments about Social Care Services

- Acknowledge your complaint and confirm what will happen next
- Try to find out what went wrong
- Keep you informed about the progress of your complaint
- Arrange for you to receive a written response, or a response in another format if it is more suitable



What happens if I'm still not satisfied?

If you remain dissatisfied with the response we can help you explore further options, including:

- A formal investigation into the complaint by an independent investigator
- Raise the complaint with the Local Government Ombudsman for Wales following the end of the formal investigation stage
- Raise the complaint with Care Inspectorate Wales

Listening, Responding, Improving

How to make Complaints, Comments or
Compliments about Social Care Services

How to contact us?

You can contact the Adult, Health and Wellbeing Department's Customer Care Officer who deals with Adult complaints by:

Phone: 01286 679 549

[E-mail: gcgc@gwynedd.llyw.cymru](mailto:gcdc@gwynedd.llyw.cymru)

**Post: Adult, Health and Wellbeing Department,
Gwynedd Council,
Shirehall Street,
Caernarfon, LL55 1SH**

or

You can contact the Children and Family Department's Customer Care Officer who deals with Child complaints by:

Phone: 01286 679151

[E-mail: gcgc@gwynedd.llyw.cymru](mailto:gcdc@gwynedd.llyw.cymru)

**Post: Children and Families Department
Customer Care Officer,**

Adults Customer Care Officer ☎ 01286 679549

Children and Family Customer Care Officer ☎ 01286 679151

✉ [gcgc@gwynedd.llyw.cymru](mailto:gcdc@gwynedd.llyw.cymru)

Listening, Responding, Improving

How to make Complaints, Comments or
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Phone: 01286 679151

[E-mail: gcgc@gwynedd.llyw.cymru](mailto:gcdc@gwynedd.llyw.cymru)

**Post: Children and Families Department
Customer Care Officer, Gwynedd Council,
Shirehall Street,
Caernarfon,
LL55 1SH**

You can also speak to any member of Social Services staff, and they will pass your concerns or comments. **Or you can use the following form and post it back to us:**

Name:

Telephone Number:.....

Email address:.....

Address:.....

.....

Listening, Responding, Improving

How to make Complaints, Comments or Compliments about Social Care Services



I want to:

Make a complaint

Present an idea or suggestion

Thank you

Here are the details:

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Listening, Responding, Improving

How to make Complaints, Comments or
Compliments about Social Care Services



This is what I would like the Service to do to make things better:

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Your personal information

Gwynedd Council will be responsible for your personal information.

Why do we need your information?

We are collecting your information to enable us to investigate your complaint properly.

Listening, Responding, Improving

How to make Complaints, Comments or
Compliments about Social Care Services

Justification for using your information

The Council is collecting your personal information either because it has a duty or a legal right to do so; in order to perform a task which is for the public benefit; or because you have given your permission. The legal term for this is legal basis of processing.

In this case, the Council is using your personal information as it is undertaking a task which is for the public benefit.

The Council will not use your information in order to make automated decision or to profile.

Who else will be receiving your information

We will not be sharing your information with any other organisation.

We will not transfer your information to any other country.

For how long will we be keeping your information

We will be keeping your information for as long as is necessary.

Your rights

For information about your rights and for the details of the Council's Data Protection Officer, go to our website

<https://www.gwynedd.llyw.cymru/en/Residents/Residents.aspx>

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