

TITLE	Annual Report on the Children and Supporting Families Department and the Adults, Health and Well-being Department's Complaints, Enquiries and Expressions of Gratitude Procedure for 2024-25
PURPOSE	To prepare an Annual Report on the implementation of the Representations and Complaints Procedure for submission to the Cabinet and Scrutiny Committee in order to scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives
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CABINET MEMBERS	Councillor Dilwyn Morgan Councillor Menna Trenholme
DATE OF THE SCRUTINY COMMITTEE	25/09/2025

1. Introduction

- 1.1 In accordance with the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014 that came into force on 1 August 2014, the Director of Social Services is required to produce an annual report on the way complaints are handled and investigated within the Children and Supporting Families Department and the Adults, Health and Well-being Department. The report is produced by the Customer Care Officers of both Departments, on behalf of the Director of Social Services.
- 1.2 The purpose of this report is to provide information on the number of complaints received by the Children and Supporting Families Department and the Adults, Health and Well-being Department during the year, the reasons for them as well as the solutions. The report also contains a summary of the lessons learnt and the action taken on the complaints received. There are also details about the number of access to information requests and freedom of information requests received during this period.

2. Context

2.1 Both Departments are required to put a statutory Representations and Complaints Procedure into practice, in accordance with the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014. There is a commitment to prepare an Annual Report on the implementation of the Representations and Complaints Procedure for submission to the Council's relevant Scrutiny Committee so that it can scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives. It is important that a record is kept of the representations and complaints so that the Department can learn lessons from them, as part of the process of improving the services provided. It is good practice to share the annual complaints report with the members of the Council to ensure transparency. The statistics for complaints under the Department's Representations and Complaints Procedure are reported separately to those of complaints where a response was provided under the Council's corporate Concerns and Complaints Policy. This enables the Scrutiny Committee and the Cabinet to regularly scrutinise the statistics for complaints.

2.2 The Children and Supporting Families Department's Customer Care Officer is managed by the Assistant Head of Safeguarding and Quality in the Children and Supporting Families Department.

The Adults, Health and Well-being Department's Customer Care Officer is managed by the Department's Assistant Head of Safeguarding and Quality Assurance.

Although the Officers are based within their Departments, it is important to note that the Officers are independent to ensure that complaints are dealt with according to the Social Services Complaints Procedure (Wales) Regulations 2014. The Social Services Complaints Procedure specifically concerns individuals receiving a service from one of the two Departments, or who have the right to represent the service users.

The Customer Care Officers are responsible for:

- Coordinating the service's arrangements in order to comply with the Representations and Complaints Procedure;
- Record complaints and positive and negative representations from service users and their representatives;
- Monitor the response to complaints within the timetables determined in the regulations for dealing with complaints under Stage 1 of the procedure;
- Co-ordinate investigations by independent investigators into formal complaints under Stage 2 of the procedure;
- Ensure that a formal written response is sent along with a copy of the independent investigation report (or a summary of the outcome) to the complainant within 25 working days under Stage 2 of the procedure, and inform the complainant if a delay is anticipated;
- Co-ordinate responses from Social Services to enquiries from the Office of the Public Services Ombudsman for Wales regarding complaints about matters relating to the Adults, Health and Well-being Department;

- Monitor Action Plans to ensure that lessons are learnt from complaints in order to improve the quality of services;
- Develop the internal Representations and Complaints Procedure;
- Ensure that information is available to facilitate access to the Representations and Complaints Procedure for service users and their representatives.
- Provide training and support to promote understanding of the Representations and Complaints Procedure among the staff of the Adults, Health and Well-being Department.
- The Customer Care Officer for Adults is a member of the Disabled Parking Spaces Panel which is responsible for coordinating the process of assessing applications from the public for designated disabled parking spaces outside their property.

3. Ease of the Complaints Procedure

- 3.1 When a person contacts the Customer Care Officers, it relates to dissatisfaction with the Departments' service, and deciding to make a complaint is usually their last resort. The Customer Care Officers focus on facilitating access to the Complaints Procedure so that people are aware of their right to be heard and have a full investigation into their complaint.
- 3.2 To this end, information about the complaints procedure receives considerable publicity and is available in a variety of formats e.g. leaflets, on-line and 'easy to read' versions. All information is available in Welsh and English so that the complainant can choose his/her preferred language. Alternative arrangements such as Braille or other languages are available on request. Advocacy or other support is available to the complainant in their chosen language to assist the progress of the Complaints Procedure. Information leaflets are continuously amended and updated.
- 3.3 In accordance with the arrangements of the complaints procedure, on some occasions, it is not possible to receive a complaint at that time. If there is an ongoing Police investigation, an investigation under the Safeguarding procedure, an ongoing Child Protection investigation, or if the matter is being addressed in Court proceeding, we cannot receive the complaint. Receiving such a complaint could disrupt any ongoing investigation that is currently taking place. In such a case, we would advise the complainant of the reasons, and we can begin the complaints process once the investigation has come to an end.

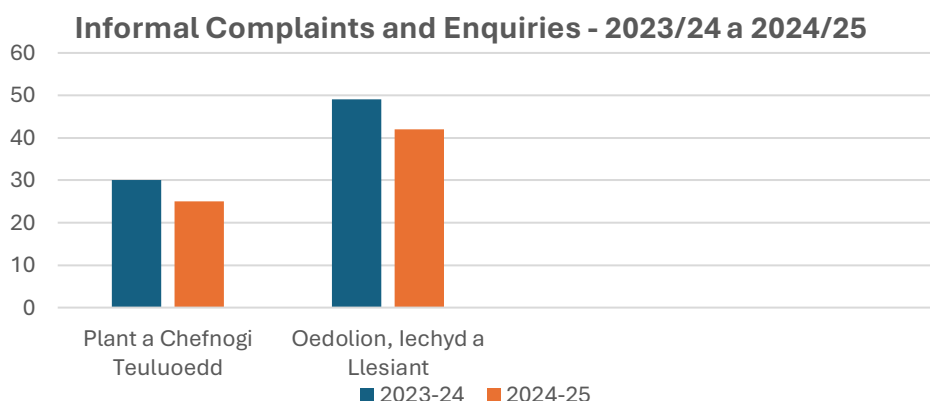
4. Matters recorded as Enquiries

- 4.1 The aim is to respond to every complaint with fairness, impartiality and respect so that the individual is confident that his/her complaint will be handled professionally and positively, rather than negatively. Often, when the individual decides not to follow the Complaints Procedure, the matter is dealt with as an enquiry or informal complaint. Another example of this would be a letter from a Member of Parliament or local Councillor who wishes to express dissatisfaction or wants an answer to a specific question.

- 4.2 By responding positively during these initial stages, some matters can be resolved effectively without the need for the Complaints Procedure as this is an opportunity to address any misunderstandings or to respond to enquiries. Without a doubt, this is the best outcome for everyone. See Table 1(a) and 1(b) on the next page for a breakdown of the source of each enquiry and the unit/service that is responsible for responding to that particular enquiry.

TABLE 1(a) - Enquiries and Informal Complaints received by the Children and Supporting Families Department		
	2023/24	2024/25
<i>Solicitors</i>	2	1
<i>Ombudsman Enquiry</i>	3	3
<i>Local members</i>		1
<i>Members of Parliament or Assembly Members</i>	5	13
<i>Service Users</i>	1	
<i>Relative</i>	15	6
<i>The Public</i>	1	4
<i>Foster Carer</i>	1	
<i>Other Agent e.g. advocacy service</i>	2	
Total	30	28

TABLE 1(b) - Enquiries and Informal Complaints received by the Adults, Health and Well-being Department		
	2023/24	2024/25
<i>Solicitors</i>	1	
<i>Ombudsman Enquiry</i>		
<i>Local members</i>	3	1
<i>Members of Parliament or Assembly Members</i>	16	12
<i>Service Users</i>		1
<i>Relative and/or Carer</i>	14	13
<i>The Public</i>	10	9
<i>Advocate</i>		1
<i>Issues with Disabled Parking Spaces</i>	2	
<i>Another agency</i>	1	4
<i>Other Counties</i>	1	
<i>The Police</i>		1
<i>Older People's Commissioner</i>		
<i>External Companies Providing Care</i>	1	
<i>Cyngor Gwynedd Staff (another Department)</i>		
<i>Health Board Staff</i>		
Total	49	42



5. Stage 1 - Social Services Statutory Complaints Procedure - Local Resolution

- 5.1 Every effort is made to resolve the complaint so that the complainant and the Department are satisfied. Obviously, a local and early solution is the best outcome for everyone, and this can be achieved by investing time and effort early on. However, if the complainant decides to lodge a formal complaint under Stage 1 of the Complaints Procedure, the usual procedure is for contact to be made on the telephone, via e-mail or face to face with the complainant or a representative to try to resolve the matter. Over the years, the Customer Care Officers have successfully established close working relationships with the teams, managers and legal service as a means of discussing and resolving matters, and this is reflected in the

small number of complaints that reach Stage 2 of the Complaints Procedure.

- 5.2 Sometimes, a concern can be resolved by the end of the following working day, and in such cases, it does not need to be recorded as a complaint under Stage 1 of the Complaints Procedure. Instead, they will be recorded as Informal Enquiries and Complaints. In addition, on some occasions, the complainant would state that they do not wish to make a formal complaint under Stage 1 or Stage 2 of the Complaints Procedure.

At other times, the concerns received are related to historic issues and, consequently, they are not eligible for investigation under the Complaints Procedure, albeit some sort of response will be provided when appropriate. In the case of some concerns, it is not possible to respond to them under the Complaints Procedure if doing so would harm legal proceedings or adult protection investigations currently underway. The complainant will be informed of their right to resubmit the complaint once the current case is concluded, if they so wish.

- 5.3 Formal complaints are dealt with under the Social Services statutory complaints procedures. Once a complaint is received, it is sent on to the relevant Team Manager and Assistant Head of Department. The relevant Team Manager or Assistant Head of Department will contact the complainant on the phone to discuss their complaint and try to find a solution. Following this discussion, the Assistant Head of Department will send a letter to the complainant to confirm the discussion. If the complainant does not want to talk on the phone, it is possible to respond in writing only. In accordance with the guidelines, the Department has 10 working days to contact the complainant to discuss their complaint, and then five working days to confirm the discussion by letter.

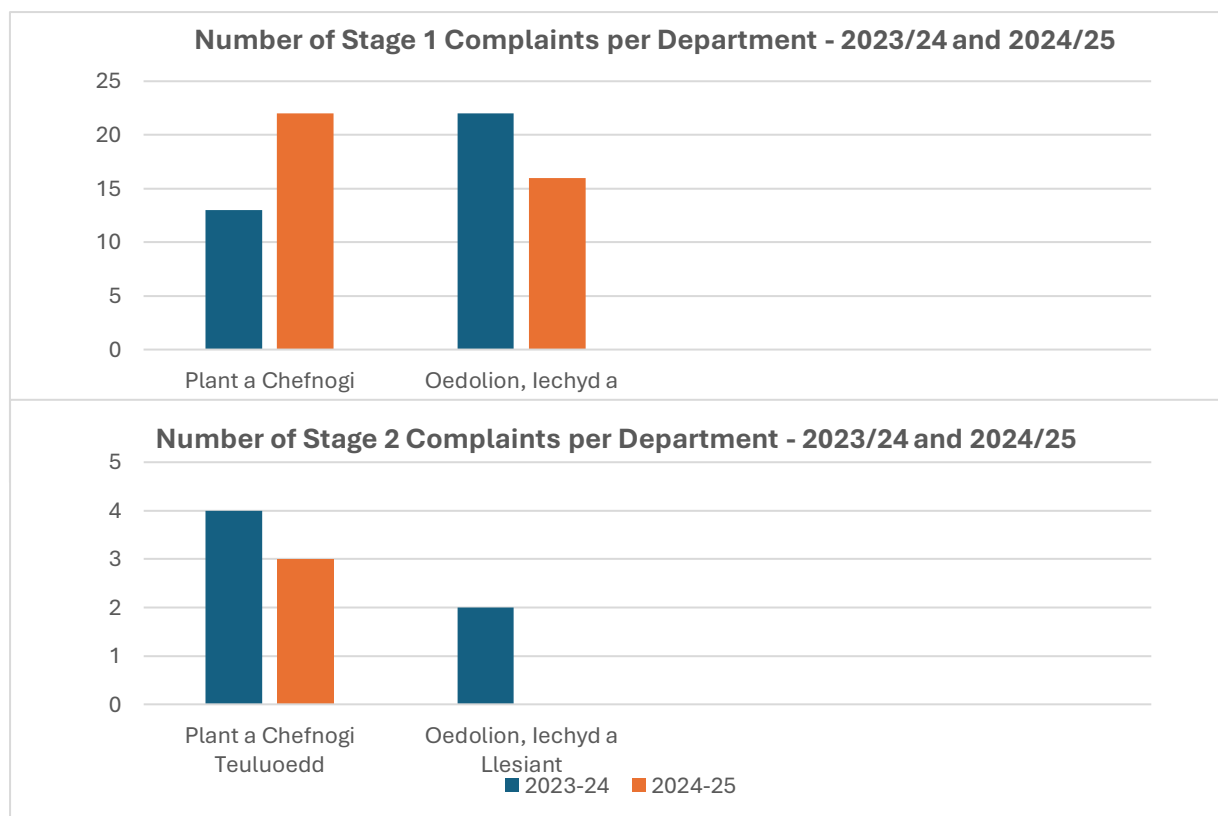
- 5.4 If the complainant is dissatisfied with the response under Stage 1 of the complaints process, they can ask for the matter to be escalated to Stage 2 of the Social Services Complaints procedure. In accordance with the guidelines, the relevant Department has 25 working days to complete a Stage 2 investigation. In exceptional cases, it is possible to extend the timetable if necessary. It is also important to note that the Complaints Arrangement allows the complainant to ask the relevant Department to upgrade their complaint directly to Stage 2 of the Complaints Procedure and choose not to receive a formal response under Stage 1.

- 5.5 Table 2 below shows the number of formal complaints received by both Departments between 01/04/24 and 31/03/25, with figures from the following year included for comparison. See also Tables 2(a) and 2(b) below for comparison of the number of complaints received by both Departments between April 2020 and March 2025.

Examples of the complaints received by both Departments are seen in **Appendices 1(a) and 1(b)**.

TABLE 2 Social Services Statutory Complaints Procedure		
CHILDREN AND FAMILIES DEPARTMENT	2023/24	2024/25
Stage 1	13	22
Stage 2	4	3
Ombudsman	0	0
Total	17	25
ADULTS, HEALTH AND WELL-BEING DEPARTMENT		
	2023/24	2024/25
Stage 1	22	16
Stage 2	2	0
Corporate Complaints Procedure	2	7
Ombudsman	0	0
Total	26	23

TABLE 2(a) Social Services Statutory Complaints Procedure - Children					
	2020/21	2021/22	2022/23	2023/24	2024/25
Stage 1	21	26	16	13	22
Stage 2	1	3	1	4	3
Ombudsman Investigation	0	0	0	0	0
Total	22	29	17	17	25
TABLE 2(b) Social Services Statutory Complaints Procedure - Adults					
	2020/21	2021/22	2022/23	2023/24	2024/25
Stage 1	15	29	22	22	16
Stage 2	0	1	1	2	0
Ombudsman Investigation	0	0	0	0	0
Total	15	30	23	24	16



6. Stage 2 - Social Services Statutory Complaints Procedure - Formal Investigation

- 6.1 Should a complainant wish to escalate his/her complaint to Stage 2, he/she would have to provide a full record of the complaint along with any achievable outcomes; this would then form the basis to what we call a Stage 2 Investigation. For both Departments, the investigation is conducted by a person independent of the Council, known as the Independent Investigator. In addition, in a case of a complaint regarding the Children and Supporting Families Department, an Independent Person needs to be appointed. Their role is to meet the complainant, interview relevant staff and read the social care file. Following this, they create a report of their findings along with any recommendations for the relevant Departments. The Department will prepare a response to these recommendations to be shared with the complainant.

Both Departments are responsible for funding their own investigations by commissioning an independent investigator, and the independent person when relevant, as a self-employed individual. Investigation costs vary according to the complexity of the matter and the time needed to gather the evidence and create the report.

If the complainant remains unhappy after the Stage 2 process, they can ask the Ombudsman to investigate further.

By following the principle of focusing on an early and local solution successfully, and dealing with matters quickly and effectively, the need to move complaints forward to Stage 2 is uncommon in Gwynedd. It is understood that Gwynedd leads all other north Wales counties in this regard. It is a clear sign of the commitment of the Customer Care Officers, through the willing cooperation of the relevant staff in each individual case, to resolve every complaint in an effective and timely way.

- 6.2 During 2024/25, the Children and Families Department received three requests to escalate a complaint to Stage 2 of the Social Services Statutory Complaints Procedure. An analysis of the three Stage 2 Investigations is included in Appendix 1(a) .

No complaints to the Adults, Health and Well-being Department moved from Stage 1 to Stage 2 during 2024/25. Please see **Appendix 1(b)** for further details.

7. Investigations into complaints received by the Public Services Ombudsman

- 7.1 If the complaint is not resolved at the end of an investigation under Stage 2 of the Complaints Procedure, the complainant has the right to refer the

case to the Public Services Ombudsman for Wales, or the Welsh Language Commissioner, or the Equality and Human Rights Commissioner, depending on the nature of the complaint.

- 7.2 A complainant has the right to contact the Ombudsman at any point, but the Ombudsman usually expects the complainant to go through the whole complaints process before they look at the matter. Therefore, the Ombudsman would refer the complainant back to the Department to try to solve the complaint locally.
- 7.3 No new investigations were received by the Ombudsman's office in 2024/25 by either of the two Departments during the period of this report.

8. Complaints about services jointly provided with the Health Board

- 8.1 A joint complaints protocol exists for Betsi Cadwaladr University Health Board and the six Local Authorities in North Wales. No joint responses were submitted to complaints under this protocol during 2023/24.

9. Adherence to the Statutory Complaints Procedure Response Timetable

- 9.1 The Local Authority has a duty to provide information on the way it investigates and deals with complaints within the timetable noted in the Guidelines and Regulations. Once a complaint is received, the relevant manager or senior practitioner will offer to contact the complainant to propose a meeting/phone call within 10 working days in order to discuss the complaint and seek a resolution. Then, we will write to the complainant within 5 working days of the discussion to confirm the terms of the complaint resolution.

- 9.2 The Adults, Health and Well-being Department managed to respond to 94% of Stage 1 complaints within this timetable during 2024/25. The Children and Supporting Families Department managed to respond to 95% of complaints within the same timetable during 2024/25.
- 9.3 The reasons for any late responses were mainly related to the complexity of the complaint in question, and the research that needs to be undertaken to be able to provide a full response. The sickness absences, annual leave etc. of the Customer Care Officer and staff associated with the complaint also have a significant impact on the ability/failure to adhere to the response timetable.

The timetable for providing a written response confirming the outcome of the discussion is very tight, namely 5 working days. Nonetheless, most complainants do receive a response within the timetable or have agreed to extend the timetable.

Social Services Statutory Complaints Procedure - Children and Supporting Families Department - Response Performance 2024/25						
Stage 1 (total - 13)						
<i>Complaints received within 12 months of the incident</i>	<i>Complaints received 12 months after the incident</i>	<i>Acknowledged within 2 days</i>	<i>Discussion to resolve within 10 days</i>	<i>Decision announced within 5 days</i>	<i>Response time extended</i>	<i>Average number of days extended</i>
21	1	22	21	21	1	10
Stage 2 (total - 2)						
Number acknowledged within 5 days	<i>Number of responses received within 25 working days</i>		<i>Total delayed under exceptional circumstances</i>			<i>Number completed within 6 months</i>
	1		2			2

Social Services Statutory Complaints Procedure - Adults, Health and Well-being Department - Response Performance 2024/25						
Stage 1 (total - 16)						
<i>Complaints received within 12 months of the incident</i>	<i>Complaints received 12 months after the incident</i>	<i>Acknowledged within 2 days</i>	<i>Discussion to resolve within 10 days</i>	<i>Decision announced within 5 days</i>	<i>Response time extended</i>	<i>Average number of days extended</i>
16	0	16	15	15	1	15
Stage 2 (total - 0)						
Number acknowledged within 5 days	<i>Number of responses received within 25 working days</i>		<i>Total delayed under exceptional circumstances</i>			<i>Number completed within 6 months</i>
0			0			0

10. Cyngor Gwynedd's Corporate Complaints Procedure

- 10.1 Some matters that are beyond the remit of the Social Services Complaints Procedure are dealt with under Gwynedd's Corporate Complaints Policy. Complaints that are handled under the Corporate Complaints Procedure mainly relate to matters that are not associated directly with the care services that the Departments offer under the Social Services and Well-being (Wales) Act 2014.
- 10.2 Seven complaints were received this year by the Adults, Health and Well-being Department that were addressed under the Council's Corporate Complaints Procedure. More information about these complaints is available in **Appendix 2**.

11. Learning Lessons and Identifying Trends

Learning Lessons

- 11.1 Quarterly reports on dealing with complaints are presented to the Management Teams of the Children and Supporting Families Department and the Adults, Health and Well-being Department. This is an opportunity for the Assistant Heads to analyse every complaint and to discuss and learn to improve the service provided to Service Users.
- 11.2 The Management Teams include the lessons learnt in their amended work plans and any training needs are identified. The current lessons to be learnt log is administrated by the Customer Care Officers. The log is regularly distributed amongst the Assistant Heads of Department to notify them of the lessons that have been identified. The log will be updated with any information about actions taken in connection with the lessons to be learnt. It is hoped that this will be a more effective way of identifying lessons and ensuring that improvements are actioned.

Complaints Trends - Children and Supporting Families Department

- 11.3 The Children and Supporting Families Department works daily with a wide range of different families. Some families come to the Department's attention through a direct request for assistance, for example, if their child is disabled. Most families come to the Department's attention because of concerns for a child or young person's health and safety.
- 11.4 Due to the nature of the Department's work, and specifically Social Workers, tension or conflict with families is unfortunately inevitable at times. Social Workers must make very difficult decisions, and families are not always happy. The Department understands and accepts that families can be dissatisfied, which then leads them to make a formal complaint against the Department.
- 11.5 It is fair to note that it is difficult to see whether there are specific trends or clear themes in the complaints received during 2024/25, as each complaint tends to be unique to each case. In accordance with the Complaints

Procedure, either the Team Manager or the Assistant Head of Department will discuss the complaint with the complainant. Through discussion, the Team Manager can respond to matters directly and the majority of cases are resolved over the phone; it is clear that this way of dealing with complaints works. In most cases, the complaint stems from misunderstanding and miscommunication. Once the matters are fully explained, in the majority of cases, the complainant will be happy.

- 11.6 It is also very important to note, on several occasions when a complainant initially contacts the Customer Care Officer, they are feeling emotional - they could be angry or concerned about a decision or a misunderstanding. In most cases, the complainant will be satisfied once they have been given the opportunity to discuss their concern with the Customer Care Officer, initially, and then with the relevant Team Manager, and they would be happy with the outcome of these discussions.

11.7 **Vexatious Complainants / Difficult Individuals**

We work in a special field, with the need to respond to vulnerable cases to ensure the well-being of Gwynedd children and young people. This can lead to conflict with families; between the need to safeguard a child which is contrary to their parents' wishes. This means that we come across some difficult and dangerous individuals at times.

The biggest trend in 2024/25 and seems to be continuing into 2025/26 is individuals that can be described as difficult or tiresome complainants. Difficult complainants are individuals where an effort has been made to respond to their complaint but they continue to be dissatisfied and usually behave in an increasingly abusive or threatening way. Despite presenting explanations through the Stage 1 process or sometimes the results of Stage 2 independent investigations, they continue to be dissatisfied and it is not possible to persuade or satisfy them. They become increasingly frustrated, and it is challenging to try and keep their comments confidential.

For example, complainants who choose to share sensitive information publicly about their circumstances by spreading rumours about organisational corruption and threaten individual staff members. There are corporate policies to deal with tiresome complainants. This allows us to manage how we respond to them. The threshold for this is high and staff can experience long periods of difficult contact and face threats before being able to put this to work. This means not only dealing with continuous communication from individuals about matters but that these individuals are sometimes threatening to the staff trying to maintain their statutory duties.

On several occasions, the need to escalate matters for the attention of Health and Safety has been raised, and the need to write warning letters to those individuals to explain that such behaviour will not be accepted by the Council. The balance of ensuring an individual's right to complain and receive full attention in accordance with the complaints arrangements and ensuring staff safety is very difficult at times. Also, when dealing with difficult individuals like this, there is a need to ensure that the complaints procedure does not disrupt the Service's ability to safeguard the child/young person.

It is also important to note, that as a Department we welcome complaints, it is a way to understand what is happening in our department and learn and develop in accordance with need. Individuals who are identified as tiresome complainants use the complaints process to try and put pressure on staff to change decisions, sometimes they use the process to get their own way despite it not being the best action in the interest of the child or young person in question. Clearly, this is not the purpose of the complaints procedure, this process is to give a voice to individuals who feel that they have been failed by the Department, and not to put pressure and threaten Council staff.

Complaints and Enquiries Trends - Adults, Health and Well-being Department

- 11.10 The Customer Care Officer is part of the Safeguarding and Quality Assurance Unit (Adults) and has a close relationship with the Monitoring Officers and the Safeguarding Officers. This is essential to share information to identify Safeguarding cases. Sharing information about any complaints received regarding the care of individuals in residential homes is useful to identify broader care problems in those organisations that will require further investigation from the Monitoring Officers.

- 11.11 A variety of complaints and enquiries were received on different themes during the year and no specific theme became apparent.

There was a continued reduction in the number of complaints/enquiries received on the most prominent theme brought to our attention during the last two years, namely complaints and enquiries about the impact of the difficulties that we have had as a Department to provide sufficient domiciliary care hours when the need arose. Two complaints were received on this theme this year.

No other specific trends were identified among the wide range of issues received during the year 2024/25.

12. Training and Staff Awareness of the Complaints Procedure

- 12.1 Providing training to staff about the Complaints Procedure is an important aspect of Customer Care, so that staff members are fully aware of the procedure and are confident of their role within it. The Customer Care Officers are always available to discuss any specific cases with the

Departments' staff members and offer advice on the best way of dealing with enquiries or complaints against the Department. An e-learning session for all staff members in both Departments has been developed to ensure that staff are fully aware of the complaints procedure and the expectations on staff during the process. We will monitor the numbers undertaking the training and will target staff members who have not completed it.

13. Other Duties

- 13.1 The Adults, Health and Well-being Department's Customer Care Officer is a member of the Disabled Parking Spaces Panel, which is responsible for coordinating the process of assessing applications from the public for designated disabled parking spaces outside their property. A panel meeting is convened including staff from the Environment Department to assess each application. Currently, the Adults Department funds 11 parking spaces every year which costs around £4000 in each case. The demand for this facility has increased greatly during recent months and means there is now a waiting list due to the low number of disabled parking spaces that are available every year. A Ffordd Gwynedd review of the process has begun, and we hope to receive the outcome soon.

The Adults Customer Care Officer is responsible for ensuring that application forms are up-to-date and correct, and is responsible for receiving enquiries over the phone, by letter and e-mail. The Customer Care Officer is responsible for the entire process of recording the receipt of applications and their outcomes, co-ordinating Panel meetings, and communicating application results by letter after each Panel meeting.

- 13.2 The Children and Supporting Families Customer Care Officer also deals with access to information requests in accordance with the Data Protection Act 1998 / Data Protection Act 2018. The General Data Protection Regulation (GDPR) and the Data Protection Act 2018 were introduced on 25 May 2018, and as a result, there were some changes in the way access to information requests are dealt with. The Adults, Health and Well-being Department has an Administrative and Information Officer who is responsible for receiving and responding to these requests.

- 13.3 The access to information requests under the Data Protection Act 1998 / Data Protection Act 2018 are made by individuals, the Police, Solicitors, the Health Board as well as other Local Authorities. In accordance with the Act, there are specific timetables to adhere to, and the timetable for responding has become much more challenging since the new Act was introduced.

- 13.4 Determining what information is appropriate to be released is work that demands skill and can be emotionally challenging at times. The Officers who deal with information requests spend long hours on some of the more complex requests that the Departments receive. This means that a substantial number of hours are spent ensuring that information requests are responded to within the specified time.

- 13.5 It is also the responsibility of the Children and Supporting Families Department's Customer Care Officer to coordinate responses to freedom of information requests under the Freedom of Information Act 2000. The number of requests under the Data Protection Act 1998 have increased over the last year. We are seeing an increase in requests from the Police, other Agencies and subject access requests, the reason for this increase is unclear.

The number of information requests received by both Departments can be seen in **Tables 5(a) and 5(b)** below

TABLE 5(a) - Information requests - Children and Supporting Families			
	2022/23	2023/24	2024/25
Requests under the Freedom of Information Act 2000	75	88	68
Data Protection Act 1998 / Data Protection Act 2018 Requests	202	228	244
Total	236	316	312

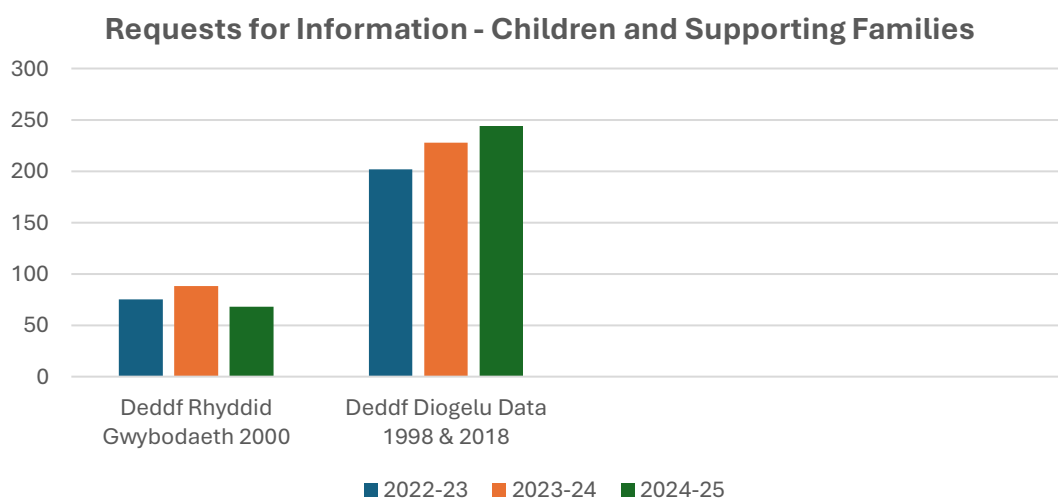
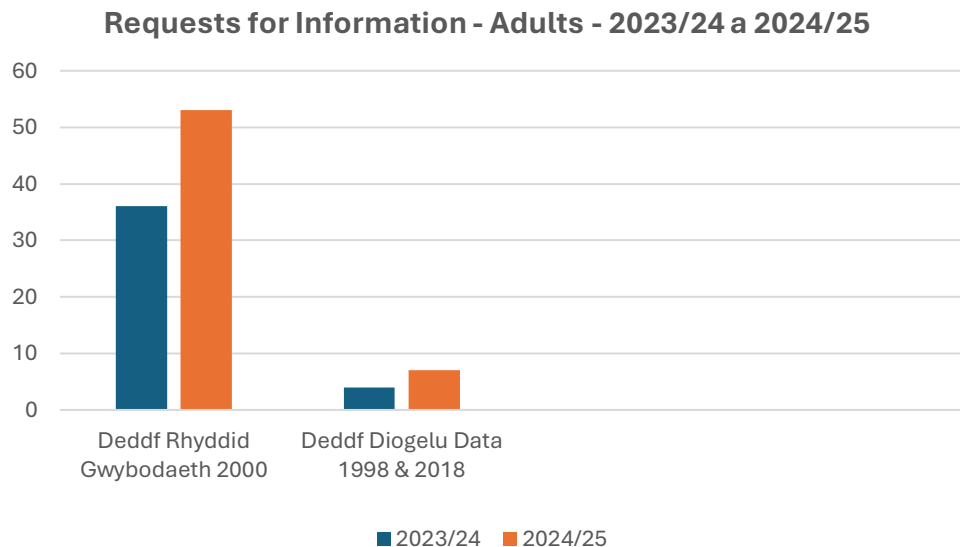


TABLE 5(b) - Information requests - Adults, Health and Well-being		
	2023/24	2024/25
Requests under the Freedom of Information Act 2000	36	53
Data Protection Act 1998 / Data Protection Act 2018 Requests	4	7
Total	40	60



14. Expressions of Gratitude

- 14.1 As well as responding to concerns, complaints and other representations from service users, their families, and members of the public, it is also crucial that we acknowledge and record the expressions of gratitude we receive from our service users, families, members of the public and from staff from other agencies.

In addition to the thanks and compliments recorded by the Customer Care Officer on the RESPOND recording system, we are aware that many thanks, gifts etc. have been delivered to the staff of Council residential homes. These come mainly from families of service users who wanted to show their appreciation to staff for taking such great care of their relatives.

Examples of these compliments and thanks can be seen in **Appendix 3**.

NUMBER OF EXPRESSIONS OF GRATITUDE DURING 2024-2025 - ADULTS, HEALTH AND WELL-BEING					
Adults Service (including Area Teams, Learning Disabilities Team, Mental Health Team and Occupational Therapy)	Internal Provider (Domiciliary care and residential)	Business and Finance	Telecare	Customer Care and Safeguarding	TOTAL
51	54			1	106

NUMBER OF EXPRESSIONS OF GRATITUDE DURING 2024-2025 - CHILDREN AND SUPPORTING FAMILIES	
	TOTAL
	95

15. Work Plans for 2025/26

- 15.1 The Customer Care Officers will continue to respond to concerns, enquiries and complaints by following the Welsh Government Social Services Complaints Procedure, ensuring that the lessons to be learnt from every case are addressed by the Departmental Management Team regularly and timely. Continue to monitor actions that take place to develop the service.
- 15.2 The Customer Service Officer will continue to chair the North Wales Customer Care Officers Group (NWCOG) for the coming year. It is intended to hold meetings every three months.
- 15.3 Further work will also be completed to try and encourage workers across both Departments to contact the Customer Care Officers to share any thanks or complimentary observations that they receive. There is currently a sense that staff members feel that it is not appropriate to share some observations, but the Customer Care Officers are eager to change this.
- 15.4 Encourage the staff to complete the e-learning training session to ensure that they are fully aware of the process and are familiar with the steps needed to take during the process.
- 15.3 In line with the 2023/24 Work Plan, we started the process of raising more awareness of the complaints and compliments process during the last year. As an initial step, a new poster was designed for the Council's residential homes to promote how service users, and/or their families, can raise a formal complaint and/or express praise about the service. During this year, we intend to look into the possibility of extending the posters provision and display them at libraries, GP surgeries and other public buildings.

16. Statistics on the use of Welsh and English when responding to complaints and enquiries

- 16.1 The Customer Care Officers respond to enquiries and complaints in the chosen language of the enquirer or complainant. See the relevant figures on the use of both languages in the tables below.

The Complainant's language choice to make an enquiry/complaint in 2024/2025 - Adults, Health and Well-being Department			
	Welsh	English	Total
<i>Informal Enquiries and Complaints</i>	20	22	42

<i>Stage 1</i>	7	9	16
<i>Stage 2</i>	0	0	0
<i>Corporate</i>	3	4	7
<i>Ombudsman</i>	0	0	0

APPENDIX 1(a) - EXAMPLES OF COMPLAINTS AND REPRESENTATIONS TO THE CHILDREN AND SUPPORTING FAMILIES DEPARTMENT DURING 2024/25

Reference	Brief description	Stage	Team	Response	Lessons to be learnt	Grounds to the complaint?
GC15745-24	Complaint received in relation to a member of staff in the Out of Hours Team. They felt that the staff member had not taken them seriously and had been rude on the phone.	Stage 1	Out of Hours Team	The Team Manager contacted the individual to discuss the complaint. It was explained to them that the concerns they raised had been accepted in full and passed on to the Child Referral Team in line with the process. These were not concerns that required urgent attention from the Out of Hours Team at the time. The Team Manager apologised on behalf of the Service that they felt that the member of staff had not taken them seriously and that the matter would be discussed in full. The Manager assured the complainant that the concerns had been noted in full and shared with the relevant Team. The Team Manager confirmed the content of the discussion with the complainant in a letter.	The Manager discussed the matter with the Officer to ensure clear communication in future.	There were grounds in part as the complainant had been upset about the way the officer dealt with them. Nevertheless the Officer gave assurance that the correct process had been followed in accordance with child protection guidelines.
GC15766-24	We received a complaint from a parent which related to the Arfon Children's Team and Independent Reviewing Officers. The complainant noted that she had felt uncomfortable during a review meeting and felt that it was not a professional meeting. The complainant also raised concerns	Stage 1	Arfon Children's Team and the Independent Reviewing Officer	As a response we received comments from the two Services, namely the Children's Team and the Independent Reviewing Officers to produce a full response for the complainant. The Service apologised if the complainant was not comfortable during	No lesson to be learnt.	There were no grounds to the complaint. The Service had taken steps to seek to support the individual by offering an advocate. They refused. Decisions in this case were multi-

	relating to the Care Plan of her child and contact matters in particular.			the meeting, and this was not their intention at all. The offer of an advocate was made and we reiterated that this offer was still available to them at any point to support them. The Service provided a full explanation for every point in the complaint noting that a multi-agency meeting was arranged to ensure that they understood the feedback relating to the Care Plan.		agency ones.
GC16005-24	A parent contacted us wishing to submit a complaint, they noted that they were not aware of who was working with the case and there was no social worker in place. They were also uncertain of the current status of the case and were concerned about the care of the children with a relative.	Stage 1	Edge of Care Team	We responded by noting that a Social Worker and Social Work Student had been identified for the case, they had met with and spoken to both officers on several occasions and therefore we do not accept the viewpoint that they were not aware of who was working with the case. The children's current situation was explained in full, the complainant was fully aware as he had fully participated in the Courts process with full legal representation during this process. In terms of the children's case, they are seen regularly in line with statutory requirements, there is no evidence of abuse of concern about their care.	No lessons to be learnt.	By looking through the file when investigating the complaint, it was clear that the Service had been in contact with the parent on several occasions. The parent was fully aware of the situation and was represented fully during the process.
GC16766-24	A parent contacted us wishing to submit a complaint about a lack of communication, they disagreed with a decision to hold a child protection investigation and disagreed with the contents of the Social Worker's report to the Case	Stage 1	Arfon Children's Team	We responded in full to the complainant and explained there had been regular contact and it had been recorded in full on the electronic system. In terms of responding to the decision for a child protection investigation, we reminded the complainant of the reasons for doing	No lessons to be learnt.	A clear decision had been made regarding the need to take child protection steps. Therefore, there were no grounds to the complaint.

	Conference.			this and the importance of identifying what had happened. The letter noted that we understand that this type of intervention is a very difficult time for them as a family and is a cause for concern but in this case, it was mandatory to ensure that the correct steps are taken in accordance with child protection processes.		
GC17157-25	Complaint received about the Occupational Therapist provision within the Derwen Service. The complaint related to timescales for making adaptations within the house.	Stage 1	Derwen Service	We responded in full to the complainant and noted the timetable of what has taken place so far and the plan in moving forward. It was explained that the matter was now in the hands of the Water Board and the Planning Department. The Service promised to keep in regular contact and update the family with any development on the adaptations. The Service apologised to the complainant for having to submit a complaint and assured them that the matter was progressing.	Ensure clear communication during the adaptation process.	There were partial grounds to the complaint. Although clear steps had been taken in moving the matter of adaptations forward, this may not have been very clear in this case for the complainant.
EXAMPLES OF STAGE 2 COMPLAINTS DURING 2024/25						
GC14171-23	We received a complaint from a parent, the specific points below from the Independent Investigators were during the Stage 2 investigation. Two specific examples where the parent felt that the behaviour of specific practitioners was unprofessional during a home visit and during a Case Conference.	Stage 2	Dwyfor and Meirionnydd Children's Team	The complainant received an independent investigation of the complaint with an Independent Investigator and an Independent Person appointed. They met with the complainant to give them an opportunity to report their complaint in person. As part of this investigation, the Investigators were given full access to all information on the complaint file and the social care file to assist them with the investigation. They also interviewed	Although no recommendations were noted, it is important to note in this case there had been a change in terms of the processes of sharing reports before Case Conferences. Historically, it was	The report concludes there were no grounds to the complaint.

	- The parent did not agree with the decision for the case to proceed to a Case Conference and the lack of preparation for it. - No time to consider the Social Worker's report before the Case Conference. - No opportunity to express opinion at the Case Conference and disagreed with the registration and the registration category. - The parent felt that there was a lack of empathy towards them as parents. The parent did not believe that the Social Worker's report was complete as they had not watched a recording/video.			relevant staff members as part of the investigation before writing the report and reaching their conclusion. In this case, out of the 6 points noted the Independent Investigator did not uphold any points in the complainant's favour. The Head of Department wrote to the complainant confirming that the Department accepted the report and encouraged them to seek assistance to support them to process their difficult experiences as a family. A note that they could contact them at any point to assist them with this.	not usual to leave a copy of the report with the family before the Case Conference. The Social Worker requested a change and following her contact with the relevant Managers the procedure was changed.	
GC15325-24	We received a complaint from a parent, 43 points were raised by the parent during the Stage 2 investigation. These varied, for example, they had not received contact that a review was taking place, felt that there were child protection concerns, incomplete health reports, believed there had been a confidentiality breach, unhappy with contact arrangements.	Stage 2	Arfon Children's Team	The Department identified an Independent Investigator and Independent Person to conduct an investigation into the complainant's complaints. The Investigators met with the complainant to give them an opportunity to discuss the matters in person. The Investigators had full access to all the information relating to the case and they interviewed the relevant staff.	There were no recommendations in this case. The investigation confirmed that the Department held appropriate child protection investigations with no evidence of the children being at risk. It was noted that evidence	There were no grounds to the complaint.

				Of the 43 points, the Investigators accepted one point in part. They did not accept the 42 other points. In terms of the point accepted in part, there were no recommendations, and the Investigator noted that the report would answer the complainant's question on this matter.	supported that staff worked with stakeholders and provided opportunities for the complainant to give their opinion. There was no evidence that the Department was not completely transparent with the complainant.	
GC17525-25	A further complaint was received from the complainant of the above-mentioned case (GC15325-24). We received an application to escalate it to Stage 2 at the end of March 2025, the process is ongoing. Full information will be included in the next annual report for 2025-26.	Stage 2	Arfon Children's Team.			

APPENDIX 1(b) - EXAMPLES OF COMPLAINTS AND REPRESENTATIONS TO THE ADULTS, HEALTH AND WELL-BEING DEPARTMENT DURING 2024/25

Reference	Brief description	Stage	Team	Response	Lessons to be learnt	Grounds to the complaint?
GC/15885-24	The relative of an elderly person concerned about the decorative condition and cleanliness of their relative's room in a residential home owned by the Council. Asked the Service to act to improve it.	Stage 1	Residential and Day Care (Internal Provider)	The service agreed there were grounds to the concerns. A full apology was provided with a promise to improve the condition of the room as soon as possible.	Ensure that the failings in the condition of residents' rooms received prompt attention and were permanently renovated.	Confirm that there are grounds to the complaint A full apology was provided with a promise to improve the condition of the room as soon as possible.
GC/16236-24	Service user reported that a member of staff had spoken to her in a disrespectful manner and wanted an apology.	Stage 1	Domiciliary Care (Internal Provider)	Investigation held and full apology given.	No new lesson identified	Confirm that there are grounds to the complaint
GC/16355-24	A service user's relative raised concern about the quality of the care of their family member in a Council owned residential home.	Stage 1	Residential and Day Care (Internal Provider)	Thorough investigation and full response provided	No specific lesson identified.	Confirm that there are grounds to the complaint
GC/16697-24	The carer of a service user expressed concerns about the long waiting time before a home care package was able to commence. Need to start the care package urgently	Stage 1	Adults Service (Community Resources Team)	A full apology was provided with a promise to seek to provide the service urgently	No new lesson identified	Confirm that there are grounds to the complaint

GC/16905-24	A relative of a service user expressed her concern that the family did not receive enough support from several different agencies to enable her relative to receive care in her home rather than move to nursing care.	Stage 1	Adults Service (Community Resources Team)	Full investigation carried out and a full response was provided to the aspects of the complaint that encompasses the role of Cyngor Gwynedd. Separate complaints were submitted to other relevant agencies	No new lesson identified	Confirm that there are grounds to the complaint
GC/17216-24	A relative raised concerns about the delay before being able to allocate a Social Worker to her family member. Also dissatisfied with the level of communication after requesting respite care and with the timetable to conduct a financial assessment of the service user's contribution to care costs.	Stage 1	Adults Service (Community Resources Team)	Full investigation carried out. Comprehensive response and apology given as a result.	No new lesson identified	Confirm that there are grounds to the complaint
GC/17318-24	A service user raised concerns about the long wait for home care to move back home from a local nursing home.	Stage 1	Adults Service (Community Resources Team) Domiciliary Care (Internal Provider)	Full apology and response provided for the delay. Committed to provide the home care as soon as possible	No new lesson identified	Confirm that there are grounds to the complaint
GC/17435-24	A service user's relative asked for invoices for home care costs to be	Stage 1	Adults Service (Community	An apology was provided following a full investigation to the	Note the importance of	Confirm that there are grounds to the

	deleted alleging that the family had not been clearly notified that a period of Enablement care (free of charge) had concluded on a specific date. Senior Manager to investigate and make a decision.		Resources Team) Business Service (Income and Welfare Unit)	allegations submitted. Lessons learnt added to the Lessons Log	recording the content of every discussion about the conclusion of Enablement care periods to be able to evidence understanding of the financial contribution towards care from that date.	complaint
EXAMPLES OF STAGE 2 COMPLAINTS DURING 2024/25 - ADULTS, HEALTH AND WELL-BEING DEPARTMENT						
NO STAGE 2 COMPLAINTS WERE RECEIVED						

APPENDIX 2 - Examples of Corporate Complaints - 2024/25 - ADULTS, HEALTH AND WELL-BEING DEPARTMENT

Ref.	Brief description	Category	Stage	Unit / Team	Outcomes
GC/16397-24	A service user's relative dissatisfied that he had received a document regarding a financial assessment for their contribution to residential care costs in English only. Full apology provided.	Corporate	Formal complaint	Income and Welfare Unit (Business)	Accepted there were grounds to the complaint. Full response provided and the matter has been resolved Complaint involves the Council's corporate language policy
GC/16196-24	A member of the public expressed concerns about the lack of action in the interests of his neighbour by the Community Resources Team as it caused unbearable noise and affected him and others. Full response provided.	Corporate	Formal complaint	Adults Service (Community Resources Team)	Full investigation of the allegations carried out. Response provided however the steps in place to improve the situation cannot be disclosed due to data protection rules

APPENDIX 3 - EXPRESSIONS OF GRATITUDE AND PRAISE - EXAMPLES FROM 2024/2025

"Chrissy: Where do I start... On my behalf, thank you from the bottom of my heart for everything: May I express my genuine appreciation of your excellent support, commitment, care and devotion you have given XXXX in recent years. It has been a long journey since you became his devoted social worker, it must have been very heartbreaking for you and XXXX at times and also some very difficult situation at times. You have also given him an excellent sense of trust and assurance throughout his journey with you. From my perspective, all of these attributes were crucial for XXXX to develop a trusting relationship and develop a special bond with you. As you know by now, I can also ensure that XXXX is also very grateful for the continuous outstanding support you have given him. (He wants to thank you himself next week). I can imagine that you have also overcome so many obstacles and obstacles in your journey to give in the end the wishes you had given for XXXX. It must have been a very long emotional process, with so many ????? and disadvantages along the way in this care. I can also imagine that it has been a very emotional journey for you to keep strong and believe in the best life in the future for XXXX. Above all else, Chrissy, thank you very much for your understanding, empathy and mainly belief with XXXX in your care, that he would ultimately overcome the heartbreak and the very difficult period he has been witness to or experienced in the past. I also strongly believe that we could continue together on our journey positively with your devoted and continuous support with XXXX. I can assure you all now, from this day forward I will do my best to give my full support, love and devoted care to XXXX. Now we can begin a new chapter together, a new start and a positive journey towards nurturing a loving upbringing and beyond. Warm regards XXXX"	Thank you	Arfon Children's Team 1
"Family Support Worker (FSW) has given us our lives back - our family was at crisis point - my husband not wanting outside help due to his mental health, but the support has been groundbreaking and so has the advice and guidance we have been given - following different strategies week by week we were able to work together to improve our situation - some weeks were very difficult but we were able to keep in touch with FSW if we were really strugglingwhich did happen - FSW listened to both of us including the children too - so she gave us all a voice with no judgements and we	Thank you	Team Around the Family

felt that it was a safe space at home to talk about our differences and struggles as a family - we were able to open up in a way we had never done before which was much needed and this service has really saved us as a family and for that we will be forever grateful. A brilliant service which we will be forever grateful for - I don't know what would have happened if FSW did not come into our life- we as a family will be recommending this service to any family in crisis or are really struggling - there is a lot of stigma attached to these sort of outside agencies and my husband was one who didn't want any help - but now he is an advocate for this service as is the whole family - it's a wonderful service which is accessible to everyone and as we have said before are forever grateful. You will never know to the extent that you made a difference and we honestly say this we can never repay you for everything you have done for us, as a family ... thanks for all the laughter, tears and everything in between you are truly one in a million. Take care you fabulous woman!!!!"		
"I have enjoyed Nurturing Links Parenting and I feel that I have benefited through learning a lot of new techniques to be able to deal with situations and I have seen a big difference at home, the support that I have received from Maria has been excellent, nothing I asked was too much for her. Whether it was a phone call or an un-arranged visit. Thank you."	Thank you	Trobwynt Team
"Derwen do a fantastic job, and the trips give us a much appreciated break whilst helping towards developing some really useful life skills"	Thank you	Derwen Service
"To all the staff at Hafan y Sêr, thank you for all you have done when looking after XXXX. He has loved his breaks with you and we have felt he got a lot from them including independence and lots of fun! He always talks about 'Sêr' when he gets home. I'm sure I can speak for XXXX in saying he will really miss his visits there. Best of wishes for the future, and a huge thank from both of us."	Thank you	Hafan y Sêr, Short Break Unit
"Thank you so much for sending us gorgeous photographs and for arranging telephone contact. It's really hard to not see them, but we know that they are being well looked after and are happy and safe within the foster homes. Stay safe."	Thank you	Dwyfor Children's Team
"We wish to thank you genuinely for what Mam received during the time since the start of the year. It was a difficult time with Mam losing her confidence after breaking her arm and from the first phone-call to you we have received quick and robust support and	Thank you	Adults Service (South Meirionnydd Community Resources Team)

response. The arrangements put in place by you were very quick and useful. We appreciate the resources for the home, Sea Shells' care and the respite period at Y Bae, Tywyn. We would like to thank you, Kevin and Branwen Non in particular for the thoughtful, sensitive and positive way in which you discussed the steps and the arrangements with Mam. The elderly in the area are fortunate to have a team of committed workers like you working in their interest."		
"I just wanted to let you know I've received a letter from the council saying I've been successful in the first stage of the disability parking application so I'm now being hopeful it will go through the next stage & that also no one here will oppose it. No matter what the outcome I'd like to thank you sincerely for your help & understanding & your honesty which as well as appreciating in this situation. It's helped me knowing there are still good kind honest folk out there after having these awful neighbours move in who have been anything but & I'm still struggling as to why folk can behave so badly towards others especially folk that are vulnerable who have left me with trust issues. Your help has been greatly received & appreciated & I can't tell you how much it's meant at this time"	Thank you	Customer Care and Safeguarding (Adults)
"My mother died of complications arising from Motor Neuron Disease, peacefully, at home surrounded by her close friends and family. The fact that she did so is in part to her own tenacity and determination but also due in large part to the help and support she received from your Health and Well-being team. During their working day, I guess your team must strike a balance. On one side demonstrate their professionalism without becoming too personally involved and at the time deal with an apparent contradiction, display their natural humanity. I assume the ability to juggle these two qualities is what makes members of your team suitable for the job and how well they achieve this, what makes them very good at it. Mr Ed Owen, my mother's Occupational therapist and Mrs Alwena Rayner, her Social Worker are two such members of your team. I make no apology for naming individuals although I appreciate and have already mentioned it is a team effort, however in this case I believe it is justified. My mother absolutely adored these two members of your team. From the beginning of her diagnosis, they treated my mother as an individual. They demonstrated professionalism as well as compassion and treated my mother with respect and dignity right to the end of her life. They are a credit to your department and Gwynedd County Council as a whole".	Thank you	Adults Service (Llyn Community Resources Team)

"Dear Staff of Plas Maesincla – on behalf of our family we wish to extend our heartfelt thanks for the exceptional care, compassion and professionalism you showed to our mum during her three years as a resident. Your unwavering dedication to her Wellbeing and the genuine warmth with which you cared for her made an immeasurable difference in her life and brought us comfort as a family. Knowing she was in such capable and loving hands gave us peace of mind, even during the most difficult times and up to her passing. While words alone cannot express our gratitude, please know you will always have a special place in our hearts for everything you have done. With our deepest thanks, love and best wishes for the future".	Thank you	Internal Provision (Residential and Day Care)
"I'm afraid I must give you the sad news that mam passed away yesterday morning, following a cardiac arrest. Despite everything, it was rather unexpected, but she'd been in a lot of pain the last couple of days so in that sense it's a relief that she didn't have to suffer for an extended period. Please could you pass on my immense gratitude to the whole team for all the care they gave to mam, always cheerful, respectful, and unflappable regardless of what they had to deal with. She wouldn't have been able to continue to live in her own home without such excellent support, and I certainly couldn't have coped either."	Thank you	Internal Provider (Domiciliary Care)
"As a family we wish to give the excellent team at Plas y Don Care home our heartfelt thanks for the exceptional care they provided to our dear mam, nain and hen nain. From the outset, it was apparent that nain was more than just another resident - she was part of an extended family. The staff's kindness and fondness made a big difference, giving us peace of mind in knowing that she is safe. The home was always welcoming, and the food excellent. Activities were arranged, from hairdressing and nail painting, to the numerous celebrations throughout the year. Events such as Christmas and national rugby matches were always noted with enthusiasm, creating a warm sense of community. The relaxed atmosphere meant there was no strict routine there, giving her the freedom to choose when she went to bed - exactly like being at home. We loved the days we were able to take her out in her wheelchair, or to Caffi Largo, creating valued memories together. Thank you so much to the current staff, and the previous home carers who supported her before she moved in. Your commitment and compassion have meant the world to us. We could not have wished for better care. Mrs R died peacefully at Plas y Don, where in her final days, the staff showed immense compassion, not only offering her care but supporting the family as well.	Thank you	Internal Provision (Residential and Day Care)

We are very grateful for the kindness shown and for the freedom to come and go at any time, allowing us to be by her side during those treasured times."		
"On behalf of the family, we wish to thank the Plas Pengwaith Family for your outstanding care of Mam over the last four years. Mam received the best possible warm, kind and Welsh care. She sometimes thought that she was in a hotel and I'm not surprised! She also always praised the 'girls' and the food and I'm sure there was usually very little left on her plate. I remember someone calling one November asking for more skirts for her. We needed to buy new ones and I asked what size did she need? "Twelve" said someone before changing her mind quickly and said "No, we better make them 14 because Christmas is on the way!" Brilliant - Mam loved to have fun and the humour and provoking she was part of suited her very well. Therefore as we close the page on another chapter in the history of Plas Pengwaith, you can all hold your heads high and be proud of the outstanding Service you provide the elderly, like my Mam."	Thank you	Internal Provision (Residential and Day Care)



Adran Oedolion, Iechyd a Llesiant

GWRANDO, YMATEB, GWELLA!



Mae eich sylwadau'n bwysig i ni, gan ei fod yn ein helpu i wella ein Gwasanaethau.



Mae croeso i chi anfon:

- canmoliaeth
- sylwadau positif
- sylwadau negyddol
- cwyn ffurfiol



Os oes gennych gwyn, fe wnawn:

- gasglu gwybodaeth yn llawn
- gwneud trefniadau i drafod y gwyn ac ymateb yn effeithiol
- adnabod ffyrdd o wella i'r dyfodol



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Adults, Health and Wellbeing Department

LISTENING, RESPONDING, IMPROVING



Your comments are important to us, as they help us improve our Services.



You are welcome to send us:

- praise
- positive comments
- negative comments
- a formal complaint



If you have a complaint, we will:

- collect information fully
- make arrangements to discuss and respond effectively to your complaint
- identify ways to improve for the future



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Ask for the 'Listening, Responding, Improving' booklet