

Corporate Comments, Compliments and Complaints Policy

Introduction

This document details the Authority's policy and procedure for dealing with, comments, compliments and complaints. It applies to members of the public receiving or seeking a service from Neath Port Talbot Council.

The complaints process should be complainant focussed, simple, fair and objective, timely and effective, accountable and committed to continuous improvement. In most cases, this policy may be used to determine whether or not correct advice has been given, or that a service to which a person is entitled has not been provided, or not provided properly.

Circumstances where this policy may not apply include complaints relating to issues that would either be dealt with by another forum or have their own separate appeal mechanism. Areas where this policy does not usually apply are set out below (although the list is not exhaustive):

Allegations of criminal activity

Allegations of professional negligence

Compensation claims

Complaints about Councillors

Council tax, council tax benefits/housing benefit matters

Court matters

Data protection matters

Freedom of Information/Environmental Information Regulations

Employment matters

Homelessness matters

Insurance matters

Parking contravention notices

School complaints

Most Social Services complaints (as they have a separate complaints policy)

Objectives of the Policy and Procedure

Comments, compliments and complaints should be viewed positively as an invaluable source of information about the services that we provide.

Objectives of this policy and procedure:-

- the public will find it easy to complain when the service they receive is not good enough;
- to settle complaints to the satisfaction of the public wherever reasonably possible;
- where this is not possible, to fully explain the reasons for the situation complained about;
- empower employees, managers and complaints officers to deal with complaints promptly and close to the point of service delivery;
- to learn from comments, compliments and complaints to help identify improvements and provide better practice in service delivery; and
- to use comments, compliments and complaints information to monitor the effectiveness of the Authority's equalities policies.

Key Principles underpinning the Policy

Corporate Commitment

Dealing with complaints and queries from the public is part of the day to day responsibility of all employees and managers and should be dealt with as close to the problem as possible. Rather than feeling threatened by complaints, all staff are expected to listen carefully to them and consider whether they present an opportunity to improve service delivery.

Equality and Monitoring

Complaints and complainants will be dealt with equally and fairly in accordance with this Comments, Compliments and Complaints Policy and with other relevant policies and schemes of the Authority such as the Welsh Language Standards and equalities policies.

The Authority must ensure that members of the public know how to comment or complain to ensure no-one is excluded from the complaints process. This includes making reasonable adjustments under the Equality Act 2010 to consider what adjustments may be made to overcome a disadvantage and whether such adjustments are reasonable (Appendix 1).

Complaints about services and employees that fall within the definition of “equalities related” arise when complainants believe they have been the subject of unlawful dealings because they are from a group with “protected characteristics”. These include race, age, disability, sex, religion or belief, marriage and civil partnership, pregnancy and maternity, gender reassignment and sexual orientation.

An equality monitoring form (Appendix 2 English/Appendix 3 Welsh) will be provided with the outcome of a stage 2 complaint by the designated complaints officers for completion and return.

An “equalities related” complaint will also include complainants who have not received a service which complies with the Welsh Language Standards.

Complaints -Welsh language/Welsh language standards

Any such complaints received by the Council will be dealt with as part of the Council’s complaints policy.

Complaints received via the Welsh Language Commissioner will be dealt in accordance with the Commissioner’s own complaints process.

Details of all complaints will be included in the Welsh Language Standards Annual Report. In addition details of all investigations and enforcement actions are available on the Welsh Language Commissioner’s website www.comisiynyddygyraeg.cymru

Openness

Complaints should be dealt with in a positive fashion and in a spirit of dialogue with the public. The complaints process give the Authority an opportunity to resolve matters to the mutual satisfaction of itself and the complainant and, at the very least, provide an opportunity for the Authority to thoroughly explain its position.

Comments and Compliments

Comments and compliments are welcome and appreciated as they provide an indication of how we are performing. Additionally, suggestions and ideas from the public are important in terms of improving customer care service quality and staff morale. Comments may be suggestions as to how services could be improved and these should be considered by the service concerned. They may be views or representations, perhaps adverse, about the Authority's policy and provision. The employee/service receiving the comment should thank the member of the public for taking the trouble to express their views, describe how it will be dealt with if further action is required and then refer the comment on, if appropriate. Compliments are particularly appreciated as they provide confirmation that the Authority and its employees provide services which meet or exceed expectations.

Complaints where there is more than one body involved

If a complaint covers more than one body (e.g. a housing association and the Authority regarding a noise nuisance) the Authority will usually work with the other body to decide who should take a lead in dealing with the complaint.

Complaints Concerning Services That Have Been Contracted Out

If the complaint is about a body working on behalf of the Authority (e.g. a specialist company contract) the complainant should raise the matter informally with them first. However, if they want to express their concern or complain formally, the Authority will look into the matter and provide a response.

Defining a complaint

Complaints do not include first time requests for services e.g. initial reporting of a missed bin collection or broken street lamp. Such matters only become complaints when they have been reported and the Authority failed to action that request. A complaint is not a means to seek change to legislation or appeal against a ‘properly made’ decision.

Time Limits

Normally, the Authority is only able to look in to concerns within 6 months of the matter arising. This is because it’s better to review matters while concerns are still fresh in everyone’s mind.

Repeated Complaints and Those Already Dealt With

Sometimes, a complaint cannot be resolved to the satisfaction of the complainant and he or she continues to re-refer the complaint to the Authority. The complainant should have been advised that they may refer their complaint to the Public Services Ombudsman Wales (PSOW). Care should be taken to ensure that a new point in an old complaint is not ignored but, where the substantive issue has been dealt with, this procedure is not designed to go over old ground again.

Equally, the system is not appropriate where issues have already been determined by a third party e.g. the PSOW.

The Authority has a separate policy regarding persistent and unreasonable behaviour in respect of the Corporate Complaints procedures.

Complaints Procedure

Complaints will be recorded and progress tracked to ensure compliance with the Authority’s policy and timescales. The Authority’s complaint procedure involves two stages. Stage One where the initial complaint is recorded and dealt with by the relevant service manager. Stage Two is investigated by the designated Complaints Officer in the relevant department. If a complainant firstly directly contacts the PSOW it would expect that the complaint had already been raised with the body concerned for a reasonable opportunity to have been provided to the Authority to investigate and respond appropriately.

Who May Submit a Complaint?

A complaint may be made by a member of the public or his or her representative such as a relative or friend, a Councillor or an organisation.

Where the complaint is not made directly by the individual concerned that individual must authorise the Authority to disclose information to the person or body acting on their behalf by completing a form of authority (Appendix 4 English/ Appendix 5 Welsh).

Complainants can make a complaint as follows:

- Completing a Comments, Compliments and Complaints Form and returning it to the manager of the service involved (Appendix 6 English/ Appendix 7 Welsh).
- Ringing the Authority switchboard on 01639 686868 and requesting to be transferred to the relevant department that the complaint relates to.
- Completing the general contact information on www.npt.gov.uk

Complainants can make a complaint in whatever format (large print, Braille, on tape or disc) or language they choose to use.

We welcome complaints in Welsh and will deal with Welsh and English complaints to the same standards and timescales.

Employees dealing with complaints must clarify the complainants' preferred language for dealing with their complaint, whether it is Welsh, English or another language.

Stage One - Initial Complaint

Complaints that fall into this category include requests for a service that have not been previously actioned or properly dealt with. These complaints are handled by the staff and/or manager (supported by the Council's Welsh Language Officer Group and/or Corporate Policy Officer – Equalities and Welsh language where appropriate) directly responsible for delivering the service with a response to be provided within 10 working days. Where this is not possible before the response deadline, the complainant should be informed in writing of the reason for the delay, together with the date expected to receive a full response. Depending on the nature of the complaint, the matter may be resolved over the telephone or in writing including email. Where an issue is resolved by way of a telephone call, a confirmatory letter to advise the complaint outcome should also be sent.

If a complainant is dissatisfied with the outcome of a Stage 1 complaint, the complaint is then formally investigated by the designated complaints officer (supported by the Council's Welsh Language Officer Group and/or Corporate Policy Officer –Equalities and Welsh language where appropriate) within the relevant directorate and a response provided within 20 working days. This includes a review of all relevant correspondence and often incorporates discussions with both the complainant and relevant officers from the service department concerned to enable a fuller response to be provided.

There may be occasions where officers of the Authority feel that it would be more advantageous to go straight to a Stage 2 Complaint Investigation, should this arise, the discretion will rest with the Authority alone and the complainant will be advised of the same at the earliest opportunity.

Stage 2 - Complaint

The complainant will receive a written response on the findings of the investigation within 20 working days. If this is not possible, the complainant will be kept informed in writing of the progress of the investigation and provided with a revised date for the completion of the investigation. When the outcome is sent to the complainant the equalities monitoring form (Appendix 2) should also be sent with a request to complete and return to the designated Complaints Officer.

Complaints relating to the Welsh language or to compliance with the Welsh language service delivery and policy standards, as applied to the Council, will be dealt with in the same way as any other complaints received.

Records of all such complaints will be kept and reported on in accordance with the monitoring requirements of the policy as well as included in the Welsh Language Standards Annual Report.

In all instances complaints will be responded to in accordance with the requirements of the Welsh language standards.

This policy does not apply to complaints in relation to compliance with the Welsh language operational standards. Complaints in relation to these standards are to be dealt with by the Council's Human Resources policies and recorded and monitored according to those policies.

The complainant should be informed that if they remain dissatisfied they have the right to seek an independent external consideration of the complaint by the Public Services Ombudsman for Wales (PSOW).

Complaints relating to the receipt of an unsatisfactory service, where it is considered the Council has treated the Welsh language less favourably than the English language or where there is a claim of interference with your freedom to use Welsh can also be directed to the Welsh Language Commissioner:

Welsh Language Commissioner
Market Chambers
5–7 St Mary Street
Cardiff CF10 1AT

Phone: 0345 6033 221

E-mail: post@welshlanguagecommissioner.wales

General

All documentation/forms must be compiled and stored in accordance with the procedure. In the event that the complaint is referred to the PSOW or the Welsh Language Commissioner the documentation and procedure followed will be of prime importance as will form part of any subsequent investigation.

Where a complaint arises which crosses service boundaries, the lead investigating officer will be the officer from the service where the initial complaint was received.

Any queries regarding the operation of the Comments, Compliments and Complaints Policy should be directed to the designated Complaints Officer for that service area.

Complaints about Employees

This policy does not apply to employees but if the complaint is of a very serious nature, such as an allegation of criminal activity, financial impropriety or of serious officer misconduct, the complaint should be referred to the audit team for investigation and possible referral to the police. All documentation relating to the complaint will be completed and retained by the relevant senior manager/ and or audit. Where the complaint concerns allegations about the behaviour of an individual employee, the complaint should be passed immediately to the line manager for consideration under the appropriate Human Resources policy. The line manager should ensure that the complaint is dealt with fairly and that an opportunity is given to the employee to answer any allegations made against him or her. Senior management will be kept informed of the investigation and outcome.

Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection Act 2018 Complaints

This policy does not apply to complaints concerning Freedom of Information Act 2000 requests, Environmental Information Regulation 2004 requests or Data Protection Act 2018 requests.

For Freedom of Information/Environmental Information requests - if a person is dissatisfied with the response to request, under the Authority's FOI Policy, they may appeal in writing setting out the reasons why they think the decision is erroneous, to the Authority's Monitoring Officer at the following address:-

Head of Legal Services & Monitoring Officer
Civic Centre
Port Talbot
SA13 1PJ
FOI Team
foi@npt.gov.uk

In the event that they appeal and are dissatisfied with that response, they may then appeal direct to the Information Commissioner (via their website www.ico.org.uk), and whose address is:

Wycliffe House,
Water Lane,
Wilmslow,
SK9 5AF

In the event that a person wishes to make a complaint concerning compliance with the Data Protection Act 2018 they should first discuss the same with the officer of the

Authority to whom which they are liaising with, who will seek advice from the Authority's Data Protection Officer. In the event though they remain dissatisfied with any response, they may appeal direct to the Information Commissioner (via their website www.ico.org.uk), and whose address is:

Wycliffe House,
Water Lane,
Wilmslow,
SK9 5AF

Reporting and Monitoring

Monitoring and analysis of complaints should be undertaken in order that where possible, action may be taken to remedy situations, which attract regular or systemic complaints. Complaints information will be reported quarterly to Cabinet and Cabinet Boards.

Comments and compliments for specific service areas are reported by service managers on a quarterly basis to Cabinet and Cabinet Boards.

The designated Complaints Officers update the Corporate Performance Management System (CPMS) with their quarterly data which then contributes to the provision of an annual report. The Corporate Comments, Compliments and Complaints Annual Report is presented to Cabinet.

Details of complaints received in relation to the Welsh language and compliance with the Welsh language standards will also be reported in the Welsh language standards annual report.

Regular, reliable and comparable data on complaints requires public bodies to collect and analyse data on complaints by ensuring they use standardised language and data when collecting information. Comparisons across sectors are part of the new requirements of the PSOW Act. Information is provided quarterly to the Complaints Standards Authority for Wales i.e. the (CSA) team in the PSOW service to enable the compilation of statistics and identification of complaints handling trends across all Welsh councils.

Confidentiality

Any information provided by the complainant in the course of making a complaint shall be treated as having been given to the Authority "in confidence".

Accordingly, such information shall be treated as confidential and shall not be used for any purpose(s) other than the investigation of the complaint made unless:

- The complainant gives his/her consent to disclosure of the information (or any part thereof), or
- There is sufficiently robust public interest justification in the disclosure of the information (or any part thereof) and such disclosure is made in compliance with the principles of the General Data Protection Regulations 2016 and Data Protection Act 2018, or
- Disclosure of that information is required by Law.

In conducting an investigation of a complaint the Authority will consult, for the purposes of comparison of information, all relevant files and information, including information which is held by sections of the Authority other than the section complained about.

Where it is necessary to disclose the identity of the complainant to another officer in order to investigate the complaint then consideration should be given to seeking the complainant's specific consent. This should always be done where the complaint is about the conduct of a particular officer and it is necessary to disclose the complainant's identity to conduct the investigation.

Depending on the nature of the complaint it may be necessary to obtain the complainant's permission to access their personal records. If the complainant refuses to give permission, then it should be explained to them that this will have an effect on the ability to conduct a thorough investigation.

There are also rights available to individuals under the General Data Protection Regulations 2016 and the Data Protection Act 2018 to have access to personal data relating to them held by public authorities and other persons and/or organisations.

Reasonable adjustment staff guidance

The Equality Act 2010 requires public bodies to make reasonable adjustments for disabled people.

A person is considered disabled under the Equality Act 2010 if they have a physical or mental impairment that has a “substantial” and “long term” negative effect on their ability to do normal daily activities. If the way we carry out a function places a disabled person at a substantial disadvantage to someone who is not disabled, we should make reasonable adjustments to the way that we carry out that function. The duty requires us to consider what adjustments can be made to overcome a disadvantage and whether such an adjustment is reasonable.

A complainant should let us know if they have a disability which may make it difficult for them to communicate with us and invite them to make suggestions about what we could do to overcome any barriers they may face.

We need to act in accordance with our duty under the Act. Each request for a reasonable adjustment needs to be considered on a case by case basis, but staff should consider the following four steps:

- a) Does the complainant have a disability that appears to meet the definition under the Act?
- Has the complainant told you they have a disability or is it evident?
 - Does a disability feature as part of the complaint?

We would normally accept at face value what a complainant tells us about their disability and their needs, unless we have particular reason to question this (e.g. they contradict information they have previously given us).

- b) How does the disability affect the complainant’s ability to access and use our service?
- What disadvantage is created for them?
 - Does it impact on their ability to access the service?
 - Could our procedures result in issues which potentially exacerbate their disability e.g. a mental health condition which is affected by discussing complaint information by telephone?

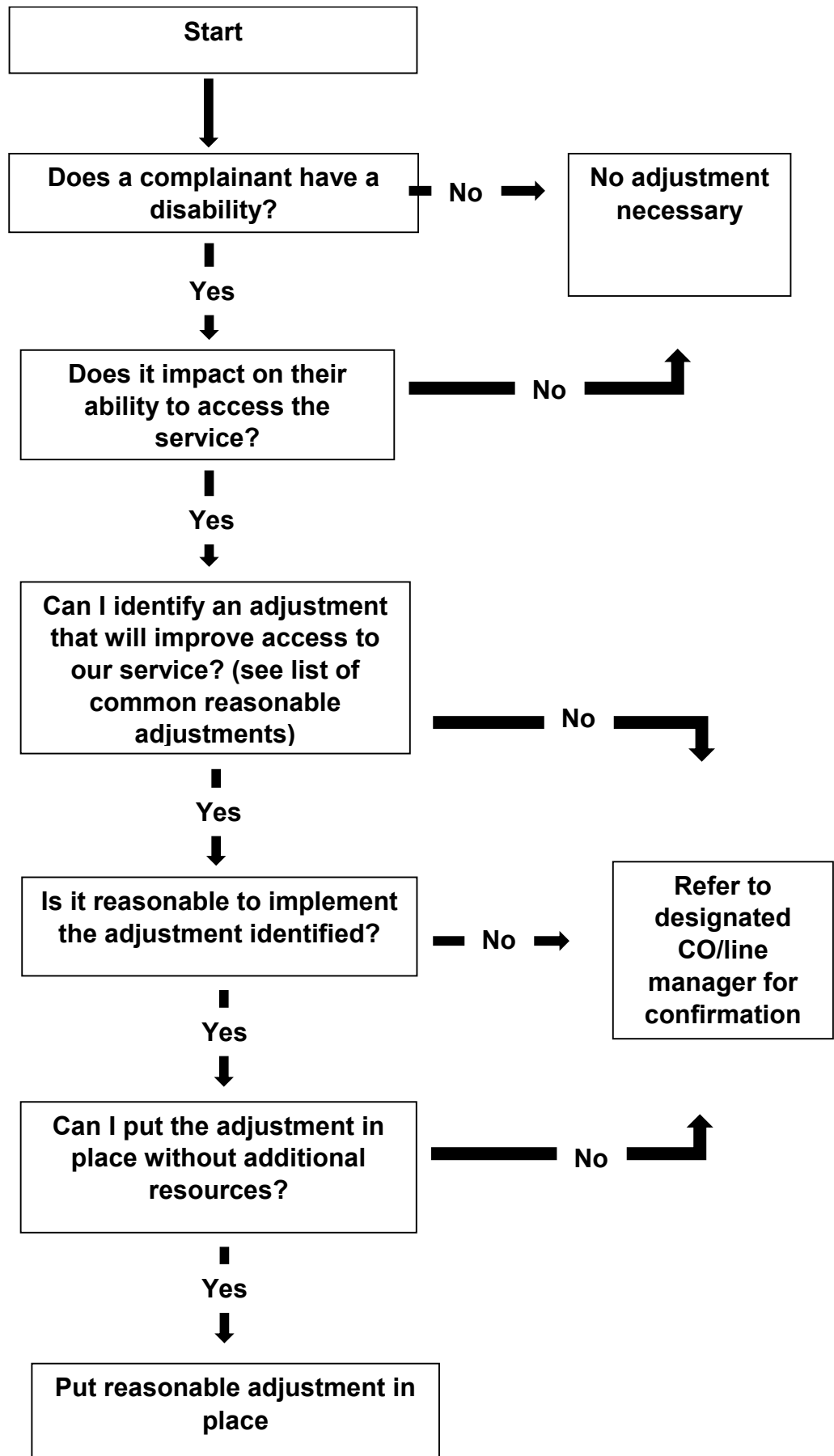
c) What adjustment could be made to improve this for them?

- Have they made a suggestion?
- Are you aware of previous adjustments that have helped someone in a similar situation?
- Can you think of anything that would help?

Common Reasonable Adjustments:

- Large font
- Email only contact
- More time to respond
- Easy Read documents
- Telephone only contact
- Different coloured paper
- Recommending Advocacy services
- Provide information via audio recording
- Reading the decision over the phone before sending it out
- Skype meeting
- Sign language interpreter

Flow Chart:



Appendix 2 – Equality Monitoring Form English

Equality Monitoring Information About You

The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

Age: (please ✓ one answer)

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+ |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 50-59 | | |

Welsh Language – are you: (please ✓ one answer)

- | | | |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer | <input type="checkbox"/> Fluent speaker | <input type="checkbox"/> Learner |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> Little or no knowledge |

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? (please ✓ one answer)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Ethnic origin: (please ✓ one answer)

- | | | |
|---|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Indian | <input type="checkbox"/> Black: Caribbean |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed: White & Black African | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Prefer not to say |

Other (please specify):

Sex (please ✓ one answer)

- Male Female Transgender Prefer not to say

Religion/Belief: (please ✓ one answer)

- Christian Buddhist Hindu Jewish Muslim
 Sikh No religion Prefer not to say Any other religion

Any other religion (please specify):

Sexual Orientation (please ✓ one answer)

- Heterosexual Lesbian Gay Bisexual Prefer not to say

Nationality (please ✓ one answer)

- Welsh Scottish English British
 Irish Prefer not to say Other

Other (please specify):

THANK YOU FOR YOUR TIME

Appendix 3 Equality Monitoring Form Welsh

Amdanoch chi:

Mae'r cyngor yn gweithredu polisiau cydraddoldeb sy'n ceisio sicrhau bod pawb yn cael ei drin yn deg ac yn gyfartal. Er mwyn sicrhau na wahaniaethir yn erbyn pobl wrth gael mynediad i'n gwasanaethau, rydym yn monitro ac felly byddem yn ddiolchgar pe gallech ateb y cwestiynau canlynol. Mae'r wybodaeth yr ydych yn ei rhoi'n hollol gyfrinachol.

Oedran: (*✓un ateb*)

<input type="checkbox"/> 25-29	<input type="checkbox"/> 50-59	<input type="checkbox"/> 86+	
<input type="checkbox"/> Dan 16 oed	<input type="checkbox"/> 30-39	<input type="checkbox"/> 60-74	<input type="checkbox"/> Dewis peidio â dweud
<input type="checkbox"/> 16-24	<input type="checkbox"/> 40-49	<input type="checkbox"/> 75-85	

Y Gymraeg – a ydych yn: (*✓un ateb*)

<input type="checkbox"/> Siarad ac ysgrifennu'n rhugl	<input type="checkbox"/> Siaradwr rhugl	<input type="checkbox"/> Dysgwr
<input type="checkbox"/> Siarad ac ysgrifennu'n weddol rugl	<input type="checkbox"/> Siaradwr gweddol rugl	<input type="checkbox"/> Ychydig neu ddim gwybodaeth

Mae Deddf Cydraddoldeb 2010 yn diffinio rhywun sy'n anabl fel rhywun â nam corfforol neu feddyliol sy'n cael effaith andwyol sylweddol a thymor hir (h.y. wedi para neu disgwylir iddi bara am o leiaf 12 mis) ar allu'r person i wneud gweithgareddau arferol o ddydd i ddydd.

A ydych yn ystyried bod anabledd gennych? (*✓un ateb*)

<input type="checkbox"/> Ydw	<input type="checkbox"/> Nac ydw	<input type="checkbox"/> Dewis peidio â dweud
------------------------------	----------------------------------	---

Tarddiad ethnig: (*✓un ateb*)

<input type="checkbox"/> Gwyn: Prydeinig	<input type="checkbox"/> Cymysg: Gwyn ac Asiaidd	<input type="checkbox"/> Du: Affricanaidd
<input type="checkbox"/> Gwyn: Gwyddelig	<input type="checkbox"/> Indiaidd	<input type="checkbox"/> Du: Caribiaidd
<input type="checkbox"/> Cymysg: Gwyn a Du Caribiaidd	<input type="checkbox"/> Bangladeshaid	<input type="checkbox"/> Tsieineaidd
<input type="checkbox"/> Cymysg: Gwyn a Du Affricanaidd	<input type="checkbox"/> Pacistanaidd	<input type="checkbox"/> Dewis peidio â dweud
<input type="checkbox"/> Arall nodwch:	<input type="text"/>	

Rhyw (*✓un ateb*)

Gwryw

Benyw

Trawsryweddol

Dewis peidio â dweud

Crefydd/Credo: (*✓un ateb*)

Cristion

Bwdaidd

Hindwaidd

Iddewig

Moslemaidd

Sicaidd

Dim crefydd

Dewis peidio â dweud

Unrhyw crefydd arall – nodwch:

Cyfeiriadedd Rhywiol (*✓un ateb*)

Heterorywiol

Lesbiaidd

Hoyw

Deurywiol

Dewis peidio â dweud

Cenedligrwydd (*✓un ateb*)

Cymreig

Albanaidd

Seisnig

Prydeinig

Gwyddelig

Dewis peidio â dweud

Unrhyw cenedligrwydd arall – nodwch:

DIOLCH I CHI AM EICH AMSER

Neath Port Talbot County Borough Council

Representative Authorisation Form for submitting a complaint

I

(Please insert full name)

of

confirm that I have authorised

.....

to submit a complaint with the Authority about

.....

.....

.....

and understand that my representative may receive personal information relating to my complaint as part of the Authority's response.

Signed**Date**

Cyngor Bwrdeistref Sirol Castell-Nedd Port Talbot

Ffurflen Ganiatâd i Gynrychiolydd Gofnodi Cwyn

Rwyf i
(Rhowch eich enw llawn)

O

yn cadarnhau fy mod wedi rhoi caniatâd i

.....
(Rhowch enw eich cynrychiolydd)

gofnodi cwyn gyda'r Awdurdod ynglŷn â

.....

.....

(Rhowch fanylion eich cwyn)

ac rwy'n deall y gall fy nghynrychiolydd dderbyn gwybodaeth bersonol sy'n ymwneud â'm cwyn fel rhan o ymateb yr Awdurdod.

Llofnod

Dyddiedig

Comments, Compliments and Complaints Form**A: Your details**

Name of section/service/person you are referring to:	
Title: Mr/Mrs/Miss/Ms (If other please state)	
Last name:	
Forename(s):	
Address and postcode:	
Daytime contact number:	
Mobile number:	
E-mail address	

Please confirm which of the above methods you would prefer us to contact you

If our usual way of dealing with complaints is difficult for you, for example if English or Welsh is not your first language or you need to engage with us in a particular way by way of a reasonable adjustment, please tell us below so that we can discuss how we might help you.

If you are completing this on behalf of someone else, please complete section B of this form. We have to be satisfied that you have the authority to act on behalf of the person who has experienced the problem and you will need to complete a separate letter of authorisation to confirm this (Appendix 4 of the complaints policy). For

B: Making a complaint on behalf of someone else:

Title: Mr/Mrs/Miss/Ms (If other please state)	
Last name:	
Forename(s):	
Address and postcode:	
Telephone contact: Email address:	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

C: About your complaint, compliment or comment. Please provide the following information if you wish to do so. (Please continue on a separate sheet if necessary).

If this is a complaint, please explain what you think the person, department or service involved did wrong or failed to do. If this is a compliment or comment please complete part D below.
Describe how you personally have suffered or been affected.

What do you think should be done to put things right?

Have you already put your concern to the staff responsible for providing the service? If so, please give brief details of how and when you did so.

If it is more than 3 months since you first became aware of the problem, please give the reason why you have not complained before now.

D: Please provide details of your comment or compliment below:

Signature: _____

Date: _____

Thank you for providing this information. When completed, please hand in or post to either Neath or Port Talbot Civic Centre for the attention of the section concerned or e-mail back to the officer who sent the information to you. You should receive an acknowledgement/ response within 10 working days.

Neath Port Talbot Council
Civic Centre,
Port Talbot
SA13 1PJ

Neath Port Talbot Council
Civic Centre
Neath
SA11 3 QZ

Appendix 7

Ffurflen Sylwadau, Canmoliaeth a Chwynion

A: Eich manylion

Enw'r is- adran/gwasanaeth/person rydych yn cyfeirio ati/ato:	
Teitl: Mr/Mrs/Miss/Ms (Os arall, nodwch)	
Cyfenw:	
Enw(au) blaen:	
Cyfeiriad a chôd post:	
Rhif ffôn cyswllt yn ystod y dydd:	
Rhif ffôn symudol:	
Cyfeiriad e-bost	

Nodwch drwy ba un o'r dulliau uchod yr hoffech chi i ni gysylltu â chi

Os mae ein modd arferol o ymdrin â chwynion yn anodd i chi, er enghraifft, os nad Cymraeg neu Saesneg yw eich iaith gyntaf neu os oes angen i chi gysylltu â ni mewn modd penodol trwy addasiad rhesymol, rhowch wybod i ni isod fel y gallwn drafod sut y gallem eich helpu chi.

Os ydych yn cwblhau'r ffurflen hon ar ran rhywun arall, cwblhewch adran B. Rhaid i ni fod yn fodlon bod gennych yr awdurdod i weithredu ar ran y person sydd wedi profi'r broblem a bydd angen i chi gwblhau llythyr awdurdodiad ar wahân i gadarnhau hyn.

B: Gwneud cwyn ar ran rhywun arall:

Teitl: Mr/Mrs/Miss/Ms (Os arall, nodwch)	
Cyfenw:	
Enw(au) blaen:	
Cyfeiriad a chôd post: Rhif ffôn cyswllt: Cyfeiriad e-bost:	
Beth yw eich perthynas â nhw?	
Pam ydych chi'n gwneud cwyn ar ei ran?	

C: Ynglŷn â'ch cwyn, canmoliaeth neu sylw. Darparwch yr wybodaeth ganlynol os ydych yn dymuno gwneud hynny. (Parhewch ar ddalen ar wahân os oes angen).

Os mai cwyn yw hon, eglurwch beth wnaeth yr unigolyn, yr adran neu'r gwasanaeth dan sylw yn anghywir neu beth fethon nhw â gwneud yn eich barn chi. Os yw'n ganmoliaeth neu'n sylw, cwblhewch adran Ch isod.

Disgrifiwch sut rydych chi'n bersonol wedi dioddef neu wedi eich effeithio.

Beth ddylid ei wneud, yn eich barn chi, i wneud yn iawn am y sefyllfa?

Ydych chi eisoes wedi mynegi pryder wrth yr aelod staff a oedd yn gyfrifol am ddarparu'r gwasanaeth? Os felly, rhowch fanylion cryno am sut a phryd y gwnaethoch chi hynny.

Os yw'n fwy na 3 mis ers i chi ddod yn ymwybodol o'r broblem, eglurwch pam nad ydych wedi cwyno cyn hyn.

Ch: Rhowch fanylion eich sylw neu ganmoliaeth isod:

Llofnod: _____

Dyddiad: _____

Diolch am ddarparu'r wybodaeth hon. Ar ôl ei llenwi, cyflwynwch y ffurflen neu ei phostio naill ai i'r Ganolfan Ddinesig Castell-nedd neu i Ganolfan Ddinesig Port Talbot neu dychwelwch hi drwy e-bostio'r swyddog a'i hanfonodd atoch. Dylech dderbyn cydnabyddiaeth/ymateb o fewn 10 niwrnod gwaith.

Cyngor Castell-nedd Port Talbot
Talbot
Canolfan Ddinesig,
Port Talbot
SA13 1PJ

Cyngor Castell-nedd Port
Canolfan Ddinesig
Castell-nedd
SA11 3QZ

