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Sylwadau,
&
Cammoliaeth
Chwynion

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**Comments,
Compliments
&
Complaints**

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Registered Charity No. 1151397
Company Limited by Guarantee 3867751
Registered in Wales

Pam cael trefn?

Mae Cyngor Gwasanaethau Gwirfoddol Conwy (CGGC) yn anelu at ddarparu gwasanaeth o safon i Grwpiau Cymuned a Mudiadau Gwirfoddol o fewn Bwrdeistref Sirol Conwy. Bydd y gwasanaethau a ddarperir, cyn belled ag sy'n bosibl, yn adlewyrchu anghenion a nodweddion yr ardal. 'Rydym yn hollol ymroddedig i ymgynghori â, a gwrandao ar, y bobl yr ydym yn eu gwasanaethu. Fel prawf o'r ymroddiad hwn anogir pobl sy'n defnyddio ein gwasanaethau neu'r rhai sy'n gweithredu ar eu rhan i fynegi eu sylwadau ar amrywiaeth ac ansawdd y gwasanaethau a ddarperir ac ar berfformiad staff a gwirfoddolwyr sy'n darparu'r cyfryw wasanaethau.

'Rydym felly'n gwerthfawrogi eich sylwadau'n fawr iawn - pa un ai awgrymiadau, canmoliaeth, diolch neu gwynion. Mae sylwadau o'r fath yn ein helpu i fesur ansawdd ac amrywiaeth ein gwasanaethau.

Gellir gwneud sylwadau ynglyn ag:

- Ansawdd a natur gwasanaeth a ddarperir
- Y gallu neu fethiant i ddarparu gwasanaeth
- Diffyg bodolaeth gwasanaeth arbennig
- Ymddygiad neu ymarweddiad aelod o'r staff neu wirfoddolwr/wraig
- Lefel effeithiolrwydd CGGC a ganfyddir
- Priodoldeb ymateb
- Cywirdeb y wybodaeth a ddarperir
- Polisiâu a/neu drefnau CGGC

Pwy all fynegi sylw neu gwyn?

Unrhyw un sy'n defnyddio gwasanaeth ac/neu'r rhai hynny sy'n gweithredu ar eu rhan. Y cwbl 'rydym ni'n ei ofyn yw fod y mater yn benodol ac yn gyfredol neu o leiaf yn ddiweddar iawn.

Beth i'w wneud

Os hoffech gwyno neu os oes arnoch angen cwyno, 'rydym yn gobeithio y gellir, yn y lle cyntaf ddelio â'r mater yn anffurfiol ar unwaith gan y person yr ydych yn cysylltu ag ef/â hi. Os oes gennych sylwadau neu awgrymiadau i'w gwneud, bu- asem yn hoffi clywed gennych. Gellir gwneud hyn yn bersonol, trwy ffôn, e bost neu'n ysgrifenedig.

Beth i'w wneud nesaf os nad ydych yn fodlon

Cysylltwch â CGGC a byddant yn anfon copi o "Trefnau gweithredu ynglyn â Sylwadau, Canmoliaeth a Chwynion" atoch. Mae hwn yn egluro gam wrth gam yn hyn a wnawn ni.

Contact CVSC who will send you a copy of the "Comments, Compliments and Complaints Procedure." This explains step by step the action we will take.

What to do next if you are not satisfied

If you do wish or need to complain, we hope that, initially, it can be dealt with informally and promptly by the person with whom you have had contact. If you have comments or suggestions to make, we would like to hear from you. This can be done in person, by telephone, e mail or in writing.

What to do

Anyone who uses a service and/or those acting on their behalf. All we ask is that the issue is specific and is current or at least very recent.

Who can comment or complain?

- The quality and nature of a service provided
- The ability or otherwise to provide a service
- The lack of existence of a particular service
- The conduct or demeanour of a staff member or volunteer
- The perceived level of efficiency of CVSC
- The appropriateness of a response
- The accuracy of information provided
- The policies and/or procedures of CVSC

Comments might be made about:

Conwy Voluntary Services Council (CVSC) aims to provide a quality service to Community Groups and Voluntary Organisations within the County Borough of Conwy. The services provided will, as far as is humanly possible, reflect the needs and characteristics of the area. We are fully committed to consulting with, and listening to, the people that we serve. As a demonstration of this commitment, people who use our services or those acting on their behalf are positively encouraged to comment on the range and quality of the services provided and on the performance of staff and volunteers who provide such services.

We therefore very much value and appreciate your comments - be they suggestions, words of praise, thanks, or complaints. Such comments help us to measure the quality and range of our services.

Why have a procedure?