

Complaints and Compliments how to be heard

...If you are unhappy with your care and support, you have a right to complain

...Tell us too when we are getting it right

Freephone 0800 652 4121

Information from Monmouthshire
Social Care and Health



August 2014

Complaints – how to be heard

If you are unhappy with your care and support, you have a right to complain.

We aim for high standards but sometimes things do go wrong. Unless you tell us, however, we will not know that you are unhappy. If you contact us, we will be able to work with you to put things right as soon as possible.

This leaflet explains how, with your help and that of the staff working with you, we can sort out your complaint. Guidance from the Welsh Government tells us how we must sort out complaints.

Looking after your personal information

If you make a complaint, we will respect your right to confidentiality. Although we will need to share the information you give us with others who might be dealing with your complaint, we will only do this if necessary. We will not pass on any information unless we have to do so by law, and will only pass on as much as is necessary.

The complaint process

A complaint should usually be made within 12 months of becoming aware of the problem.

There are two stages in the complaints process:

Stage 1 – Local Resolution

Stage 2 – Formal Investigation

Stage 1 – Local Resolution – If you don't want to try this you can go straight to the next stage.

The first step in sorting out a problem is to contact someone involved in providing the service or, if you prefer, our Customer Relations Team. This is known as **local resolution**.

Don't be afraid to complain. We will take your complaint seriously and will welcome all your comments.

If your complaint is about a change to your service, we will usually try to deal with the problem first before making this change. If we are unable to postpone the change, we will explain why.

We will acknowledge receipt of your complaint within 2 working days. You may contact us in any way you choose, you don't have to write it down.

Can I ask someone to help me with my complaint?

You have the right to an advocate (someone who will help you state your point of view). If you are under 18 we will usually find you an advocate. If you are over 18 we will tell you where to find one.

How will we sort it out?

In an attempt to resolve matters, we will offer to discuss your complaint with you (either face to face or by telephone).

- We may agree to do what you ask
- We may have to apologise to you for having made mistakes
- We may have to explain things better
- We may suggest mediation – that means that we find someone who will listen to what each of us has to say and suggest how we might move forward

- The person looking into your complaint might need to read your file and ask questions before deciding on what should be done

How long will it take?

This discussion must take place within 10 working days of the date of acknowledgement. Following the discussion, we will write to you within 5 working days.

What can I do if I'm still not happy?

You may ask for your complaint to be investigated by someone who is not involved with your service at all. This is known as **Stage 2** or **formal investigation**.

Stage 2 – Formal Investigation

If you are not satisfied with the way your complaint has been resolved at **Stage 1**, you can ask for it to progress to **Stage 2**.

Within 5 working days of your request for your complaint to be formally investigated, the Customer Relations Manager will compile a formal written record of your complaint and the outcome that you would like to achieve.

The investigation will not start until we both agree on what is to be investigated.

The complaint will be investigated by an Independent Investigator (not an employee of Monmouthshire County Council). If you are under 18 we will also ask someone who is completely independent of the Council, known as an Independent Person to make sure your complaint has been handled well and fairly and that all parties have been heard.

The Independent Investigator will investigate the complaint:

- By talking to those involved and check the facts
- Try to find a way of solving the problem
- Write a report for the Council

You will receive a copy of the report. The Director of Social Services will also write to you.

How long will this take?

We will respond to you within 25 working days (from the start date). If there is a delay we will explain why.

What if I'm still not happy?

You can ask the Public Services Ombudsman for Wales to look at your complaint.

Public Services Ombudsman for Wales
1 Fford yr Hen Gae
Pencoed
Bridgend
CF35 5LJ

Telephone: 0300 790 0203 (calls charged at local rate)

Fax: 01656 641199

Email: ask@ombudsman-wales.org.uk

What if I'm not sure who to complain to?

Social services work closely with lots of other organisations.

You can complain to us about problems with any of your health or social care services. We will listen to you and if you would like us to do so, we will pass on your complaint to another service.

You will not have to go and talk to anyone else.

You may have a complaint about a service we have arranged for you with another care provider, such as a residential care home, a home care agency, or a day service.

Each organisation will have its own complaints process and we will usually send your complaint to them and make sure they deal with it. We will tell you exactly what we are doing.

If you have already complained to the other organisation, and you are not happy with their reply, then we will deal with your complaint at **Stage 2**.

If your complaint is about something we have provided jointly with another organisation, e.g. a package of care from both health and social care staff, we will look at your complaint together and usually send you one response.

Contact Details

To contact our Customer Relations Team

Telephone: 01633 644672 or (Freephone) 0800 652 4121

Adults: talk2us@monmouthshire.gov.uk

Children: listen tome@monmouthshire.gov.uk

Could I complain to anyone else if I'm still not satisfied?

Public Services Ombudsman for Wales

1 Fford yr Hen Gae

Pencoed

Bridgend

CF35 5LJ

Telephone: 0300 790 0203 (calls charged at local rate)

Fax: 01656 641199

Email: ask@ombudsman-wales.org.uk

Children's Commissioner for Wales

Oystermouth House
Phoenix Way
Llansamlet
Swansea
SA7 9FS

Telephone: 01792 765600

Fax: 01792 765601

Email: post@childcomwales.org.uk

Website: www.childcomwales.org.uk

Older People's Commissioner for Wales

Cambrian Buildings
Mount Stuart Square
Butetown
Cardiff
CF10 5FL

Telephone: 08442 640670

Email: ask@olderpeoplewales.com

Website: www.olderpeoplewales.com

The **Care Council for Wales** regulates professional social care workers and has the power to look into allegations of misconduct.

Care Council for Wales

South Gate House
Wood Street
Cardiff
CF10 1EW

Telephone: 0300 30 33 444

(between 9am and 5pm Monday to Friday)

Email: info@ccwales.org.uk

Website: www.ccwales.org.uk

Compliments

If you want to let us know when you are pleased with what we have done or you want to know more about **'How to be Heard'**, or need someone to help you, contact the Customer Relations Team at:

Monmouthshire County Council
PO Box 106
Caldicot
NP26 9AN

Telephone: 01633 644672 or (Freephone) 0800 652 4121

Adults: talk2us@monmouthshire.gov.uk

Children: listen tome@monmouthshire.gov.uk

At the time of printing this information was correct. We try very hard to keep information up to date but cannot be held responsible for any changes. If you do find any errors please contact the Customer Relations team on 01633 644672.

If you would like this information in another language, Braille, large print or in electronic format please contact the Customer Relations Team on 01633 644672.

Ffôn: 0300 30 33 444 (rhwng 9am a 5pm dydd Llun i ddydd Gwener)

E-bost: info@ccwales.org.uk

Gwefan: www.ccwales.org.uk

Canmoliaeth

Os hoffech ddweud wrthym pan ydych yn falch gyda'r hyn a wnaethom neu eisiau gwybod mwy am '**Sut i gael eich clywed**', neu angen rhywun i'ch helpu, cysylltwch â'r Tîm Cysylltiadau Cwsmeriaid yn:

Cyngor Sir Fynwy

Blwch SP 106

Cil-y-coed

NP26 9AN

Ffôn: 01633 644672 neu (Rhaddfôn) 0800 652 4121

Oedolion: talk2us@monmouthshire.gov.uk

Plant: listenforme@monmouthshire.gov.uk

Roedd yr wybodaeth hon yn gywir adeg argraffu. Gwnawn ein gorau i gadw'r wybodaeth yn gyfredol ond ni ellir ein dal yn gyffro! am unrhyw newidiadau. Cysylltwch â'r tîm Cysylltiadau Cwsmeriaid ar 01633 644672 os gwellwch yn dda os gwellwch unrhyw gamgymeriad.

Cysylltwch â'r Tîm Cysylltiadau Cwsmeriaid ar 01633

644672 os gwellwch yn dda os hoffech gael yr wybodaeth yma mewn iaith arall, Braille, print bras neu mewn ffurf electronig.

A allwn gwyno wrth unrhyw un arall os wyt yn dal yn anfodlon?

Ombudsman Gwasanaethau Cyhoeddus Cymru

1 Fford yr Hen Gae

Pencoed

Pen-y-bont ar Ogwr CF35 5LJ

Ffôn: 0300 790 0203 (codir y gyfradd leol ar alwadau)

Ffacs: 01656 641199

E-bost: ask@ombudsman-wales.org.uk

Comisiynydd Plant Cymru

Ty Ystumllwynarth

Phoenix Way

Llansamlet

Abertawe SA7 9FS

Ffôn: 01792 765600

Ffacs: 01792 765601

E-bost: post@childcomwales.org.uk

Gwefan: www.childcomwales.org.uk

Comisiynydd Pobl Hyn Cymru

Adelïadau Cambrian

Sgwâr Mount Stuart

Butetown

Caerdydd

CF10 5FL

Ffôn: 08442 640670

E-bost: ask@olderpeoplewales.com

Gwefan: www.olderpeoplewales.com

Mae **Cyngor Gofal Cymru** yn rheoleiddio gweithwyr gofal cymerethnasol profesiynol ac mae ganddo'r pŵer i edrych ar honiadau o gamymddwyn.

Beth os nad wyf yn siŵr wrth bwy y dylwn gwyno?

Mae gwasanaethau cymdeithasol yn gweithio'n agos gyda llawer o sefydliadau eraill. Gallwch gwyno wrthym am broblemau gydag unrhyw rai o'ch gwasanaethau iechyd neu ofal cymdeithasol. Byddwn yn gwrando arnoch ac os hoffech i ni wneud hynny, byddwn yn trosglwyddo eich cwyn i wasanaeth arall. Ni fydd yn rhaid i chi fynd a siarad gydag unrhyw un arall.

Gallech fod â chwyn am wasanaeth yr ydym wedi ei drefnu i chi gyda darpardd gofal arall, megis cartref gofal preswyl, asiantaeth gofal dydd, neu wasanaeth dydd.

Bydd gan bob sefydliad ei broses cwynion ei hun a byddwn fel arfer yn atfon eich cwyn atynt a gwneud yn siŵr eu bod yn delio gyda hi. Byddwn yn dweud wrthy'ch yn union beth ydym yn ei wneud.

Os ydych eisoes wedi cwyno i'r sefydliad arall, ac nad ydych yn hapus gyda'u hateb, yna byddwn yn delio gyda'ch cwyn yng **Ngiam 2.**

Os yw'ch cwyn am rywbeth yr ydym wedi'i ddarparu ar y cyd â sefydliad arall, e.e. pecyn o ofal gan staff iechyd a hefyd staff gofal cymdeithasol, byddwn yn edrych ar eich cwyn gyda'ch gilydd ac fel arfer atfon un ymateb atoch.

Manylion Cyswilt

I gysylltu â'n Tim Cysylltiadau Cwsmeriaid

Ffôn: 01633 644672 neu (Rhaddfôn) 0800 652 4121

Oedolion: talk2us@monmouthshire.gov.uk

Plant: listen tome@monmouthshire.gov.uk

Ni fydd yr ymchwiliad yn cychwyn nes eich bod chi a ninnau yn cytuno ar yr hyn sydd i gael ei ymchwilio.

Caiff y gŵyn ei hymchwilio gan Ymchwiliydd Annibynnol (na fydd yn aelod o staff Cyngor Sir Fynwy). Os ydych dan 18 oed, byddwn hefyd yn gofyn i rywun sy'n hollol annibynnol o'r Cyngor, a elwir yn Berson Annibynnol i wneud yn siŵr y catodd eich cwyn ei thrin yn dda ac yn deg ac y catodd pob parti eu clywed.

Bydd yr Ymchwiliydd Annibynnol yn ymchwilio'r gŵyn:

- Drwy siarad gyda'r rhai sy'n gysylltiedig a gwirio'r ffeithiau
- Ceisio canfod ffordd o ddatrys y broblem
- Ysgrifennu adroddiad ar gyfer y Cyngor

Byddwch yn derbyn copi o'r adroddiad. Bydd y Cyfarwyddwr Gwasanaethau Cymdeithasol hefyd yn ysgrifennu atoch.

Pa mor hir fydd hyn yn ei gymryd?

Byddwn yn ymateb i chi o fewn 25 diwrnod gwaith (o'r dyddiad dechrau). Byddwn yn esbonio pam os oes oedi.

Beth allaf ei wneud os wyf yn dal yn anhapus?

Gallwch gysylltu ag Ombwdsman Gwasanaethau Cyhoeddus Cymru i ystyried eich cwyn.

Ombwdsman Gwasanaethau Cyhoeddus Cymru
1 Ffordd yr Hen Gae

Pencoed
Pen-y-bont ar Ogwr
CF35 5LJ

Ffôn: 0300 790 0203 (codir y gyfradd leol ar alwadau)
Ffacs: 01656 641199

E-bost: ask@ombudsman-wales.org.uk

Sut fyddwn ni'n datrys pethau?

Mewn ymgais i ddatrys pethau, byddwn yn cynnig trafod eich cwyn gyda chi (un ai wneb i wneb neu dros y ffôn).

- Gallwn gyfuno i wneud yr hyn a ofynnwch

- Gall fod yn rhaid i ni ymddiheuro i chi am wneud camgymeriadau

- Gall fod angen i ni esbonio pethau'n well

- Gallwn awgrymu cyfryngu - mae hyn yn golygu ein bod yn dod o hyd i rywun arall fydd yn gwrandao ar yr hyn sydd gan baw ohonom i'w ddweud ac awgrymu sut y gallwn symud ymlaen

- Gall fod angen i'r person sy'n ystyried eich cwyn ddarllen eich ffêil ac etallai ofyn rhai cwestiynau cyn penderfynu beth ddylid ei wneud

Pa mor hir fydd yn ei gymryd?

Mae'n rhaid cynnal y drafodaeth yma o fewn 10 diwrnod gwaith o'r dyddiad cydnabod. Byddwn yn ysgrifennu atoch o fewn 5 diwrnod gwaith yn dilyn y drafodaeth.

Beth allaf ei wneud os wyf yn dal i fod yn anhapus?

Gallwch ofyn i rywun sy'n hollol annibynol o'r Awdurdod Lleol i ymchwilio eich cwyn. Gelwir hyn yn **Cam 2** neu **ymchwiliad ffurfiol**.

Cam 2 – Ymchwiliad Ffurfiol

Os ydych yn dal yn anffodlon gyda'r ffordd y cafodd eich cwyn ei thrin yng **Ngham 1** gallwch ofyn am symud ymlaen i **Cam 2**.

O fewn 5 diwrnod gwaith o'ch cais i'ch cwyn gael ei hymchwilio'n ffurfiol, bydd y Rheolwr Cysylltiadau Cwsmeriaid yn paratoi cofnod ysgrifenedig ffurfiol o'ch cwyn a'r canlyniad yr hoffech ei sicrhau.

Y broses cwynion

Fel arfer dylai cwyn gael ei gwneud o fewn 12 mis o ddod i wybod am y broblem.

Mae dau gam yn y broses cwynion.

Cam 1 – Datrysiaid Lleol

Cam 2 – Ymchwiliad Ffurfiol

Cam 1 – Datrysiaid Lleol

nesaf os nad ydych eisiau rhoi cynnig ar hyn.

Y cam cyntaf i ddatrys problem yw cysylltu â rhywun sy'n

ymwneud â darparu'r gwasanaeth neu, os yw'n well gennydh, ein Tîm Cysylltiadau Cwsmeriaid. Gelwir hyn yn **ddatrysiaid**

lleol.

Peidiwch bod ag ofn cwyno. Byddwn yn cymryd eich cwyn o

ddifrif a byddwn yn croesawu eich holl sylwadau.

Os yw'ch cwyn yn ymwneud â newid i'ch gwasanaeth, byddwn fel arfer yn ceisio delio gyda'r broblem yn gyntaf cyn gwneud y newid yma. Byddwn yn esbonio pam os na allwn ohirio'r newid.

Byddwn yn cydnabod derbyn eich cwyn o fewn 2 ddiwrnod gwaith. Gallwch gysylltu â ni mewn unrhyw ffordd a ddymunwch,

felly nid yw'n rhaid i chi ei hysgrifennu i lawr.

A allaf ofyn i rywun fy helpu gyda fy nghwyn?

Mae gennydh hawl i eiriolydd (rhywun fydd yn eich helpu i nodi eich safbwynt). Os ydych dan 18 byddwn fel arfer yn canfod eiriolydd i chi. Os ydych dros 18 oed, byddwn yn dweud wrthydhch ble gallwch gael eiriolydd.

Cwytion - sut i gael eich clywed

Mae gennych hawl i gwyno os ydych yn anhapus gyda'r gofal a chefnogaeth a gawsoch.

Aneiln am safonau uchel ond weithiau aiff pethau o chwith.

Fodd bynnag, ni fyddwn yn gwybod eich bod yn anhapus os na ddwywedwch wrthym. Os cysylltwch â ni, gallwn weithio gyda chi i unioni pethau cyn gynted ag sy'n bosibl.

Mae'r datfen yma'n esbonio sut, gyda'ch help chi a help y staff sy'n gweithio gyda chi, gallwn ddarparu eich cwyn. Mae canllawiau gan Lywodraeth Cymru'n dweud wrthym sut y dylem ddarparu cwytion.

Gofal am eich gwybodaeth personol

Byddwn yn parhau eich hawl i gyfrinachedd os gwneuch gwyn. Er y bydd angen i ni rannu'r wybodaeth a roddwch i ni gydag

eraill a allai fod yn delio gyda'ch cwyn, dim ond os yw hynny'n angenrheidiol y gwnawn hynny. Ni fyddwn yn trosglwyddo unrhyw wybodaeth os nad yw'n ofniad cyfreithiol arnom i wneud hynny, a dim ond yr wybodaeth sy'n angenrheidiol y byddwn yn ei throsglwyddo.



Gwybodaeth gan Gofal Cymdeithasol
ac Iechyd Sir Fynwy

Rhadffôn 0800 652 4121

...bethau'n iawn

...Dywedwch wrthym hefyd pan gawn

anhapus gyda'r gofal a chefnogaeth a gawsoch

...Mae gennyhau hawl i gwyno os ydych yn

Cwynion a
Chammoliaeth
- sut i gael eich
clywed