

Eich hawl roi sylwadau, i ganmol ac i gwyno

Canllaw i bobl ifanc



Y Swyddog Cwynion
Gwasanaethau Cymdeithasol
Neuadd y Sir, Yr Wyddgrug
Sir y Fflint CH7 6NN
Rhif Ffôn: 01352 702623
E-bost: myview@flintshire.gov.uk

Dywedwch wrthym beth rydych yn ei feddwl am y Gwasanaethau Cymdeithasol neu pam rydych yn anhapus, ac fe wnawn ni wrando.

Os ydych chi'n berson ifanc sy'n derbyn gofal, sydd wedi gadael gofal neu'n cael gwasanaeth gan y Gwasanaethau Cymdeithasol, mae gennych hawl i roi sylwadau, i ganmol neu i gwyno am y gwasanaethau a gewch gennym ni.

Oes angen cymorth arnoch i roi'ch sylwadau?

Mae nifer o bobl a fydd yn gallu'ch helpu chi i roi sylwadau, i ganmol neu i gwyno. Gallwch ofyn i rywun rydych yn ymddiried ynddo, fel rhiant, perthynas neu ofalwr.

Gwasanaeth di-dâl, cyfrinachol y Tros Gynnal Plant i'ch helpu chi i leisio barn yma yn Sir y Fflint. Mae'n cynnig eiriolwyr annibynnol sy'n gallu rhoi cyngor a chymorth i chi ar adegau pwysig yn ystod eich bywyd.

Dyma sut i gysylltu â nhw:

Rhad ffôn: 0800 111 6880

E-bost:

northwalesadvocacy@trosgynnalplant.org.uk

Neu, gallwch gysylltu â Chomisiynydd Plant Cymru:

Rhif ffôn: 0808 801 1000

E-bost: post@childcomwales.org.uk

Cwyno

Byddwn bob amser yn gwranddo ar yr hyn y bydd pobl yn ei ddweud wrthym er mwyn i ni gymryd unrhyw gamau angenrheidiol. Os nad ydych yn fodlon â'r gwasanaeth a gewch gennym, mae angen i ni wybod er mwyn ceisio gwella pethau.

Gallwch:

- Siarad â'r person rydych yn anhapus ag o neu hi neu siarad â'r rheolwr
- Cysylltu â'r Swyddog Cwynion
- Cysylltu â Tros Gynnal Plant neu'r Comisiynydd Plant.

Byddwn yn cymryd eich cwyn o ddirif.

Cewch gyfle i drafod eich cwyn gyda Rheolwr –naill ai wyneb yn wyneb neu dros y ffôn. Bydd eich eiriolwr yn ymuno â chi. Bydd pob ymdrech yn cael ei wneud i ddatrys y problemau. Ar ôl i chi a'r Rheolwr gytuno ar y ffordd y caiff eich cwyn ei datrys, bydd yn ysgrifennu atoch cyn pen 5 diwrnod gwaith. Os ydych yn dal yn anhapus, bydd y Swyddog Cwynion yn esbonio sut y gallwch fynd â'ch cwyn ymhellach.

Canmol

Byddem yn hoffi clywed gennych hefyd os ydych yn fodlon â'r cymorth a'r gefnogaeth a gawsoch. Gallwch wneud hyn drwy siarad â'r Gweithiwr Cymdeithasol, eich Gofalwr Maeth neu, os ydych wedi gadael gofal, eich Cyngorydd Arbennig. Mae'n bwysig ein bod yn clywed am unrhyw waith da y bydd rhywun wedi'i wneud er mwyn ein helpu i wella pethau i bobl ifanc eraill hefyd. Gallwch anfon e-bost, ffonio neu ysgrifennu at y Swyddog Cwynion a fydd yn gwneud yn siw'r bod y Rheolwr a'r Cyngorwyr hefyd yn cael eich sylwadau.

Your right to comment, compliment and complain

A guide for young people



Complaints Officer
Social Services
County Hall, Mold,
Flintshire CH7 6NN

Telephone: 01352 702623
Email: myview@flintshire.gov.uk

Tell us what you think about Social Services, or why you're unhappy, and we'll listen.

If you are a young person who is looked after, a care leaver or you receive a service from Social Services, you have the right to comment, compliment or complain about the services you receive from us.

Do you need help or support to get your views across?

There are many people who can help you make a complaint, compliment or share your view. You can ask someone you trust such as a parent, a relative or carer.

The North Wales Advocacy Service is a free and confidential service that can make sure your voice is heard. They have independent advocates that can advise and help you during important times in your life.

They can be contacted at:

Freephone: 0800 111 6880

Email:

northwalesadvocacy@trosgynnalplant.org.uk

Alternatively, you can also contact the Children's Commissioner for Wales at:

Telephone: 0808 801 1000

Email: post@childcomwales.org.uk

Making a complaint

We always listen to what people are telling us so we can take action if needed. If you are unhappy about the service you get from us, we need to be told so we can help put things right for you.

You can do any of the following:

- Talk with the person who you are unhappy with or their Manager
- Contact the Complaints Officer
- Get in touch with the North Wales Advocacy Service or the Children's Commissioner.

Your complaint will be taken seriously.

You will have the opportunity to discuss your complaint with a Manager – either face to face or over the telephone. Your advocate will join you. Every effort will be made to make sure the problems are sorted out. Once you and the Manager have agreed on how your complaint will be resolved, they will write to you within 5 working days. If you are still unhappy, the Complaints Officer will explain how you can take your complaint further.

Giving a compliment

We also want to hear from you if you are happy or pleased with the help and support you receive. You can compliment your Social Worker, Foster Carer or, if you are a care leaver, your Personal Advisor. Its important that we hear about any good work that someone may have done with you to help us with ideas about making things better for others as well. You can email, phone or write to the Complaints Officer who will make sure your compliment is also shared with Managers and Councillors.