



SUGGESTIONS, COMMENTS, COMPLIMENTS AND COMPLAINTS

We want to hear what you have
to say about the service you
have received from TGP Cymru.



tgpcymru.org.uk

MAKING A COMPLAINT Three Easy Stages

Stage 1 - LOCAL

If you want to make a complaint about something at TGP Cymru you can choose to speak to your worker or whoever else you feel comfortable with and they will try to help you.

If they can't sort things out for you or If you would rather not speak to someone you can sign and complete this form and send it to the Freepost address and the Complaints Officer will be in touch with you to help sort things out.

Stage 2 - INVESTIGATION

If the issue or complaint can't be sorted out within 10 working days of talking to you (or 20 days only if there is a very good reason) then the Complaints Officer will appoint an Investigating Officer to listen to you and look at the issues or complaint.

They will write a report to try and recommend a solution.

Stage 3 - REVIEW

If within 20 working days of receiving the report you are not happy with it or the solution, you can ask for it to be reviewed by a Senior Manager.

If you want to ask the Complaints Officer to help you sort things out at any point you can do so by filling in your details on this form and returning to the Freepost address.

SUGGESTIONS, COMMENTS, COMPLIMENTS AND COMPLAINTS

We are constantly striving to provide the best service we can and welcome your ideas, suggestions, comments or compliments.

If you have something to say you can either:

- Tell your worker, or someone else at TGP Cymru
- Send us a letter using the Freepost address
- Email feedback@tgpcymru.org.uk

If you would like this form in another language or in large print or want some other changes, let us know.

Name

.....

Address.....

.....

.....

Tel. No

Signed

Date

Freepost RUEG-ZLZY-RBAE
TGP Cymru Spark, Maindy Road,
CARDIFF, CF24 4HQ.
029 2039 6974

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AWGRYMIADAU, SYLWADAU, CANMOLIAETH A CHWYNION

Rydyn ni eisiau clywed yr hyn sydd gennych chi i'w ddweud am y gwasanaeth rydych chi wedi'i dderbyn gan TGP Cymru.



tgpcymru.org.uk

GWNEUD CWYN Tri Cham Hawdd

Cam 1 - LLEOL

Os ydych eisiau gwneud cwyn am TGP Cymru, gallwch ddewis siarad â'ch gweithiwr neu â phwy bynnag arall rydych chi'n teimlo'n gyffyrddus â, a byddan nhw'n ceisio'ch helpu chi.

Os na allant ddatrys pethau ar eich rhan neu os byddai'n well gennych beidio â siarad â rhywun, gallwch arwyddo a chwblhau'r ffurflen hon a'i hanfon i'r cyfeiriad Rhadbost a bydd y Swyddog Cwynion mewn cysylltiad â chi i helpu i ddatrys pethau.

Cam 2 - YMCHWILIAD

Os na ellir datrys y mater neu'r gŵyn cyn pen 10 diwrnod gwaith ar ôl siarad â chi (neu 20 diwrnod dim ond os oes rheswm da iawn) yna bydd y Swyddog Cwynion yn penodi Swyddog Ymchwilio i wrando arnoch chi ac i edrych ar y mater neu gŵyn.

Byddent yn ysgrifennu adroddiad ac yn ceisio argymhell datrysiaid.

Cam 3 - ADOLYGIAD

Os o fewn 20 diwrnod o dderbyn yr adroddiad nad ydych yn hapus ag ef neu'r datrysiaid, gallwch ofyn iddo gael ei adolygu gan Uwch Reolwr.

Os ydych eisiau gofyn i'r Swyddog Cwynion eich helpu chi i ddatrys pethau ar unrhyw adeg, gallwch wneud hynny trwy lenwi'ch manylion ar y ffurflen hon a'i dychwelyd i'r cyfeiriad Rhadbost

AWGRYMIADAU, SYLWADAU, CANMOLIAETH A CHWYNION

Rydym wastad yn ymdrechu i ddarparu'r gwasanaeth gorau y gallwn ac yn croesawu eich syniadau, awgrymiadau, sylwadau neu ganmoliaeth.

Os oes gennych unrhyw beth i'w ddweud gallwch naill ai:

- Dweud wrth eich gweithiwr neu rywun arall yn TGP Cymru
- Anfon llythyr atom gan ddefnyddio'r cyfeiriad Rhadbost
- E-bostio feedback@tgpcymru.org.uk

Os hoffech y ffurflen hon mewn iaith arall, neu mewn print bras neu eisiau unrhyw newidiadau eraill, rhowch wybod i ni.

Enw
.....
Cyfeiriad
.....
.....
Rhif Ffôn
Arwyddwyd
Dyddiad

RHADBOST RUEG-ZLZY-RBAE
TGP Cymru, Sbarc, Heol Maindy,
Caerdydd, CF24 4HQ.
029 2039 9674

TGP Cymru yw enw gweithredol Tros Gyngal Plant, Rhif Elusen Gofrestredig 1099878
Wedi'i gofrestru fel Cwmni Cyfyngedig trwy Warant Rhif 04422485
(Cymru a Lloegr). Swyddfa Gofrestredig: Sbarc, Heol Maindy, Caerdydd, CF24 4HQ