

CYNGOR SIR YNYS MÔN

Pwyllgor: Pwyllgor Sgriwtini Corfforaethol
Dyddiad y cyfarfod: 16.12.10
Cyfarwyddwr Corfforaethol Perthnasol: Lynn Ball
Aelod Portffolio Perthnasol: Cyng. Cliff Everett

Teitl yr Adroddiad: Y Weithdrefn Gwyno a Chanmoliaeth Corfforaethol – Cwarter 3 2009/10 / Cwarter 4 2009/10 a Cwarter 1 2010/11

- 1.0 Pwrpas yr Adroddiad** – I ddarparu gwybodaeth am y nifer o gwynion a dderbyniwyd ers yr adroddiad diwethaf i Bwyllgor
- 2.0 Materion ar gyfer Sgriwtini** – I nodi gwybodaeth sydd i'w gael yn y dogfennau atodol
- 3.0 Cefndir** – Daeth y Weithdrefn Gwyno a Chanmoliaeth Corfforaethol i rym ar y 1af o Fehefin 2009 ac adroddwyd ar y cyfnod hyd at ddiwedd Medi 2009 i'r Is-Bwyllgor Canolbwyntio ar y Cwsmer ar 18.12.09. Mae'r dogfennau atodol yn rhoddi manylion am y cwynion a dderbyniwyd rhwng 1.10.09 a 30.6.10.

*Beryl Jones
Swyddog Gofal Cwsmer
Adain Gyfreithiol*

Dyddiad: 6.12.10

Atodiadau

1. Cwarter 3 2009/10
2. Cwarter 4 2009/10
3. Cwarter 1 2010/11

Penderfyniadau perthnasol a wnaed yn flaenorol gan y Cyngor, y Pwyllgor Gwaith neu'r Bwrdd Gwasanaeth Lleol

Dim penderfyniadau perthnasol blaenorol.

Papurau Cefndir

Dim

Y Weithdrefn Gwyno a Chanmoliaeth Gorfforaethol / Corporate Complaints & Compliments Procedure

CYFNOD / PERIOD: Chwarter 3 Hydref - Rhagfyr 2009 / Quarter 3 October – December 2009

Rhif a dyddiad derbyn/ Ref & date received	Natur y gwyn/ Nature of complaint	Dyddiad ymateb a'r camau a gymerwyd o ganlyniad i'r gwyn / Date of reply & steps taken in view of the complaint	Wedi Cau neu Cam 2 / Closed or Stage 2
CCO/042 ó 2.10.09	Cyllid/ Finance - Cwyn yngl n â thaliadau'r dreth cyngor / <i>Complaint about council tax payments</i>	Gyrrwyd ymateb dal ar 21.10.09 . ymateb gan yr adran wedi ei yrru 7.12.09 <i>Holding reply sent 21.10.09 – reply from department sent 7.1.09</i>	Cam 2 / Stage 2
CCO/043 ó CCO/064 8.10.09 (gweler rhif / see no. 40 & 41)	Hamdden / Leisure - Cwyn ynglyn â chyflwr y cwrs golff <i>Complaint re: condition of the golf course</i>	12.10.09 Eglurhad oq sefyllfa . peiriant torri gwair wedi torri a diffyg arian ar gyfer un newydd . gyrrwyd tocyn ar gyfer gem o golff am ddim <i>Situation was explained – grass cutting machine broken and no money to replace it – a token for a free round of golf sent.</i>	Wedi Cau / Closed
CCO/065 ó 14.10.09	Cynllunio / Planning – Cwyn bod materion cynllunio wedi ei ddylanwadu gan hiliaeth / <i>Complaint that planning matters have been influenced by racism</i>	3.11.09 Ymateb llawn yn amlinelluq cefndir ac yn nodi bod mater o beidio ag ufuddhau rhybudd gorfodaeth./ <i>Full response sent setting out the background and noting an issue of non-compliance with an enforcement notice.</i>	Cam 2 / Stage 2
CCO/066 ó 15.10.09	Cynllunio / Planning – Cwyn yn erbyn cais cynllunio oedd wedi ei ganiatáu drws nesaf / <i>Compliant because planning consent given to adjacent property</i>	Gyrrwyd ymateb dal 10.11.09 - ymateb llawn yn mynd allan 18.11.09 . Amlinellwyd cefndir yr achos ac nid oedd unrhyw reswm dros wrthod y cais <i>Holding reply sent 10.11.09 – response sent 18.11.09. Planning history outlined and no grounds found for refusing application.</i>	Cam 2 / Stage 2

Y Weithdrefn Gwyno a Chanmoliaeth Gorfforaethol / Corporate Complaints & Compliments Procedure

CCO/067 6	Rhyddid Gwybodaeth - cais i adolygu penderfyniad i wrthod gwybodaeth <i>Freedom of Information – application to review a refusal to release information</i>		
CCO/068 6 21.10.09	Cynllunio / Planning – cwyn oherwydd mynediad peryg i safle adeiladu tai newydd / <i>complaint re: dangerous access to new housing development site</i>	12.11.09 Nodwyd yn yr ymateb bod pryderon o ran y mynediad wedi eu hystyried cyn caniatáu cais - barn y Swyddog oedd yn edrych ar y gwyn yma oedd bod y mater wedi ei ddelio gyda mewn ffordd broffesiynol a heb unrhyw gamgymeriadau./ <i>it was noted that due consideration had been given to all concerns(including access) prior to granting the application – the Officer looking into the complaint found that the matter had been dealt with in a professional manner with no errors.</i>	Cam 2 / Stage 2
CCO/069 6 23.10.09	Cyllid / Finance - Cwyn yngl n â diffyg ymateb i lythyr yn apelio i Adain Treth y Cyngor / <i>Complaint re: lack of response to letter of appeal to the Council Tax Benefit Section</i>	10.11.09 <i>The issues leading to the complaint dealt with and apology given for the delay</i> Deliwyd aq materion yn arwain at y gwyn ac ymddiheurwyd am yr oedi. -	Wedi Cau / Closed
CCO/070 6 26.10.09	Tai / Cyfreithiol / Housing/Legal Wedi prynu t gan y cyngor a chwyn yngl n ar broses aq prisiad - hwn yn mynd ymlaen ers rhai blynnyddoedd. <i>Bought a house from the Council and complaint re: the process and the valuation – matter ongoing for some years.</i>	11.12.09 (2 x ymateb dros dro) - mater cymleth ac roedd y Pennaeth Gwasanaeth aq twrne gytuno ar yr ymateb oedd yn ateb pob un oq cwestiynnau a godwyd. (2 x holding replies)- <i>complicated matter and Solicitor and Head of Service agreed the reply which responded to all questions raised.</i>	Derbyniwyd mwy o gwestiynnau . cauaq ffeil ar 31.3.10. - <i>Further questions received – file closed on 31.3.10</i>
CCO/071 6 6.11.09	Priffyrdd / Highways Cwyn yngl n â diffyg ymateb i lythyr / <i>Complaint re: lack of response to a letter.</i>	Y gwyn wedi ei thynnuoq ôl <i>Complaint Withdrawn</i>	Wedi Cau / Closed

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CCO/072 6 11.11.09	Cyllid / Finance – cwyn am fod y banc wedi codi taliad oherwydd bod arian budd-daliadau yn hwyr yn cyrraedd / <i>complaint about bank charges incurred due to delays in payment of Housing Benefit</i>	26.11.09 . ymateb llawn - ddim yn cytuno gyda cwyn am daliadau hwyr ond yn cytuno i dermau talu newydd. / <i>Full response sent – complaint re: late payments not upheld but new payment terms agreed.</i>	Wedi Cau / Closed
CCO/073 6 11.11.09	Tai/Housing - mater cynnal a chadw, wedi derbyn anfoneb anghywir and soced trydan / <i>maintenance issue , incorrect invoice received for electric socket</i>	25.11.09 . cytunwyd nad oedd y gwasanaeth a ddarparwyd o safon ofynnol a byddai mynd ar ôl taliad gan y Contractwyr-canslo anfoneb / <i>it was agreed that the service had not been up to standard and payment of the invoice would be sought from the Contractor</i>	Wedi Cau / Closed
CCO/074 6 16.11.09	Cynllunio / Planning Cwyn yn erbyn cais cynllunio sydd wedi ei ganiatáu / <i>Compliant because planning consent granted</i>	7.12.09- Amlinellwyd cefndir yr achos ac nid oedd unrhyw reswm dros wrthod y cais / <i>Planning history outlined and no grounds found for refusing application.</i>	Cam 2 / Stage 2
CCO/075 - 20.11.09	Priffyrdd / Highways – cwyn oherwydd diffyg ymateb i lythyrau / <i>complaint re: lack of response to letters</i>	8.12.09 – ymddiheurwyd yn llawn a nodi bod y swyddog perthnasol yn delio gyda mater gwreiddiol / <i>full apology given and relevant officer to deal with original matter.</i>	Wedi cau / Closed
CCO/076 - 26.11.09	Tai / Housing – cwyn yngl n â cynllun prydesu preifat, diffyg gwybodaeth a chyflwr gwael yr eiddo / <i>complaint about the private leasing scheme, lack of information and the poor state of a property.</i>	16.12.09 - Gyrrwyd ymateb llawn i achwynydd oedd yn amlinellu hanes yr achos a hefyd yn egluro cynllun prydesu preifat. / <i>Full response sent to complainant outlining the history of the application and explaining the private leasing scheme.</i>	Cam 2 / Stage 2
CCO/077 - 2.12.09	Cynllunio / Planning – diffyg ymateb yngl n â mater arbennig o dor-reolaeth honedig / <i>lack of response to a specific matter of alleged breaches</i>	22.12.09 . llythyr yn ymddiheuro ac yn gwneud addewid i edrych i mewn i'r mater / <i>letter of apology sent and a promise made to look into the matter.</i>	Cam 2 / Stage 2

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CCO/078 ó 27.11.09	Rhyddid Gwybodaeth cais i adolygu penderfyniad i wrthod gwybodaeth Freedom of Information – application to review a refusal to release information		
CCO/079 ó 4.12.09	Rhyddid Gwybodaeth cais i adolygu penderfyniad i wrthod gwybodaeth Freedom of Information – application to review a refusal to release information		
CCO/080 ó 8.12.09	Cyllid / Finance cwyn yngl n âq ffordd y deliwyd efo cais a hefyd diffyg ymateb i lythyrau / <i>complaint about the way that claim was dealt with and failure to reply to correspondence.</i>	14.1.10 Cynhaliwyd y gwyn a rhoddwyd ymddiheuriad / <i>Complaint upheld and an apology given.</i>	Wedi Cau / <i>Closed</i>
CCO/081 ó 8.12.09	Cyllid / Finance – cwyn yngl n â threthi a diogelwch manylion personol / <i>complaint about rates and security of personal details.</i>	5.1.10 - Ymateb yn egluroq sefyllfa ac yn ymddiheuro am unrhyw ddryswch / <i>Response sent explaining the situation together with an apology for any misunderstanding.</i>	Wedi Cau / <i>Closed</i>
CCO/082 - 18.12.09	Gwasanaethau Amgylcheddol / Environmental Services cwyn yngl n â derbyn anfoneb hwyr am glirio nyth cacwn / <i>complaint re: late invoice for removal of a wasps nest.</i>	5.1.10 Eglurhad llawn am yr oedi (diffyg staff oherwydd salwch) / <i>full explanation given about the delay (staff shortages due to illness)</i>	Wedi Cau / <i>Closed</i>
CCO/083	Cynllunio / Planning - materion cynllunio gyda llawer o ohebiaeth yn mynd yn ôl cryn amser . cymleth iawn / <i>planning issues going back some time with a lot of correspondence – very complicated</i>	Heb ei gofrestru wediq cyfan . mwy o wybodaeth yn cyrraedd ac yn gorfod gofyn am eglurhad / <i>Not registered in the end as further information received and explanations requested</i> Gweler / See CCO/095	Cofrestrwyd y gwyn ar 9.2.10 . rhif 095 / <i>Complaint registered on 9.2.10 - No. 095</i>

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CCO/084 6 22.12.09	Priffyrdd/ Highways - wedi gofyn am ostyngiad yn uchdwr y palmant ger y t oherwydd anghenion arbennig - cwyn oherwydd nad oed y gostyngiad yn y lleoliad a ofynnwyd amdano / <i>Issue re: dropped kerb due to special requirements and complaint because dropped kerb not in requested position.</i>	12.1.10 . memorandwm yn egluro polisiq Cyngor a chadarnhau bod y mater wedi derbyn y sylw priodol / <i>Memorandum explaining Council policy and confirming that the matter had been dealt with appropriately.</i>	Wedi Cau / <i>Closed</i>
CCO/085 - 22.12.09	Cyllid / Finance – cwyn nad oedd yr adain refeniw wedi newid manylion ar ffeil ac felly wedi derbyn rhybudd o achos llys / <i>Complaint that the revenues section had failed to update file resulting in a notice of intended prosecution</i>	18.1.10 . Eglurhad am y newid mewn polisi a nodi bod yr achos llys wedi ei ganslo er bod y swm dyledus yn gywir./ <i>Explanation given re: change in policy and that summons had been cancelled although sum owed was correct.</i>	Wedi Cau / <i>Closed</i>

- Cwynion ynglyn â'r iaith Gymraeg / Complaints relating to the Welsh Language = Dim / None
- Cwynion ynglyn â Phlant / Complaints relating to Children = Dim / None

Y Weithdrefn Gwyno a Chanmoliaeth Gorfforaethol / Corporate Complaints & Compliments Procedure

CYFNOD / PERIOD: Chwarter 4 (Ionawr - Mawrth 2010) / Quarter 4 (January – March 2010)

Rhif a dyddiad derbyn/ Ref & date received	Natur y gwyn/ Nature of complaint	Dyddiad ymateb a'r camau a gymerwyd o ganlyniad i'r gwyn / Date of reply & steps taken in view of the complaint	Wedi Cau neu Cam 2 / Closed or Stage 2
CCO/086 . 7.1.10	Tai / Housing – cwyn ynglyn â system gwresogi aq ffaith nad oedd y broblem wedi ei datrys dros gyfnod y Nadolig / <i>complaint about heating system and the fact that it was not sorted out over the Christmas period.</i>	26.1.10 –nid oedd y darnau perthnasol ar gael tan ar ôl y gwyliau - cynigiwyd ffurf wahanol o wres - gwrthodwyd yn y dechrau ond derbyniwyd wedyn. Y broblem yn cael ei ddatrys ar y diwrnod cyntaf gwaith yn dilyn y gwyliau / <i>required parts not available until after the holiday period - offered alternative heating, originally declined but later accepted. Problem solved on first working day following the holiday period.</i>	Wedi Cau / <i>Closed</i>
CCO/087 . 7.1.10	Cynllunio / Planning Cwyn bod yr awdurdod wedi ymchwilio i fater cynllunio ar air person plagus. / <i>Complaint that the authority commenced investigations about a planning matter on the word of a "vexatious" person</i>	26.1.10 . eglurwyd bod dyletswydd ar y Gwasanaeth Cynllunio l edrych i mewn i unrhyw dorri rheolau posib o ran rheolaeth cynllunio / <i>explanation given that when a complaint is received, the Planning Service has a duty to investigate any potential breach of planning control</i>	Wedi Cau / <i>Closed</i>
CCO/088 . 8.1.10	Priffyrdd/ Highways- cwyn oherwydd bod tamp rwydd yn yr eiddo gan fod d r yn casglu ar y ffordd y tu allan / <i>complaint relating to dampness to property due to pooling of water on the road outside property.</i>	19.1.10 . ymddiheurwyd am yr oedi o ran delio gydaq mater a nodwyd bod y gwasanaeth yn hyderus y byddaiq gwaith oedd wedi dechrau yn lliniaruq broblem unwaith ac am byth / <i>apology given for the delay in dealing with the matter and that work to deal with the problem had been commenced and the service was confident that this would alleviate the problem once and for all.</i>	Cam 2 / <i>Stage 2</i>

Y Weithdrefn Gwyno a Chanmoliaeth Gorfforaethol / Corporate Complaints & Compliments Procedure

CCO/089 . 12.1.10	Cyllid / Finance – cwyn yngl n â llythyr cyn-cymryd camau cyfreithiol o ran budd-dal tai - taerwyd nad oedd y llythyr yn ddilys. <i>/ complaint relating to a pre-legal action letter in respect of Housing Benefit – contended that letter was not valid.</i>	3.2.10 . ymddiheurwyd oherwydd dylaiq camau i adennill y gôr daliad fod wedi ei ohirio hyd nes oedd y ffeithiau i gyd wedi eu derbyn / <i>apology given as recovery of overpayment should have been suspended until such time as all the facts had been ascertained.</i>	Wedi Cau / <i>Closed</i>
CCO/090 . 14.1.10	Cyllid / Finance – cwyn yngl n âq ffordd y deliwyd gyda threth y cyngor %ros dro+/ <i>complaint about the handling of “provisional” council tax</i>	3.2.10 . Gyrwyd llythyr yn egluroq broses allan a nodwyd y dylaiq wybodaeth a roddwyd allan iq cyhoedd fod mwy clir mewn materion fel hyn. / <i>A letter explaining the process was sent and it was conceded that clearer information should be made available to the public in such matters</i>	Cam 2 / <i>Stage 2</i>
CCO/091 - 18.1.10	Cynllunio / Planning – cwyn yngl n âq ffaith bod cais cynllunio wedi ei ganiatáu yn agos i bympiau petrol mewn bodolaeth / <i>complaint about the granting of a planning application close to existing petrol pumps.</i>	8.2.10 – amlinellwyd y ffeithiau yn yr ymateb a nodwyd bod ymweliad safle wedi cymryd lle cyn caniatáuq cais a bod y prosesau cywir wedi cael ei dilyn. <i>/ response outlined the facts and noted that a site visit had been made prior to the granting of the application and that all correct procedures had been followed.</i>	Wedi Cau / <i>Closed</i>
CCO/092 . 19.1.10	Tai & Budd-dal / Housing & Benefits – cwyn yngl n â chodiad rhent (les preifat) a hefyd am y gwasanaeth a dderbyniwyd / <i>complaint about the increase in rent (private leasing) and also about the service received</i>	15.2.10 . gyrwyd ymateb gan bob gwasanaeth. Roedd dryswch wedi codi oherwydd bod y wybodaeth yn wahanol ar bob un oq ffurflenni cais. Eglurhad llawn yn mynd allan / <i>a response sent out from each service. Confusion had arisen as information received differed on each of the application forms. Full explanation sent out.</i>	Wedi Cau / <i>Closed</i>
CCO/093	Rhyddid Gwybodaeth - cais i adolygu penderfyniad i wrthod gwybodaeth Freedom of Information – <i>application to review a refusal to release information</i>		

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CCO/094 . 28.1.10	Tai/Housing - cwyn oherwydd sylwadau hiliol ac ymddygiad cymydog / yn ddi-gartref oherwydd y ffaith nad oedd y cyngor wedi gweithredu / <i>complaint about racist remarks and behavior of neighbour / homeless due to the fact that the Council has not taken any action</i>	16.2.10 – Doedd dim cofnod o unrhyw gwynion ar y ffeil am sylwadau hiliol/ymddygiad. Yn ogystal, doedd yr achwynydd ddim heb gartref ond mean cyfeiriad mechnïaeth / <i>No record of any complaints on file re: racist remarks / behavior. In addition, the complainant was not homeless as had a bail address.</i>	Wedi Cau / <i>Closed</i>
CCO/095 . 9.2.10	Cynllunio / Planning – cwyn cymhleth iawn yn ymwneud a 3 eiddo gwahanol / <i>very complicated complaint relating to 3 separate properties.</i>	25.2.10 . gyrrwyd ymateb yn amlinellu materion a gweithredoedd a gyrrwyd i'w datrys. Doedd dim arwydd i ddangos nad oedd y materion wedi ei delio a hwy mewn ffordd amhriodol / <i>response sent outlining all the issues and what actions had been taken to resolve them. Nothing found to indicate that matters had been dealt with inappropriately.</i>	Cam 2 / <i>Stage 2</i>
CCO/096 . 9.2.10	Hamdden / Leisure – cwyn bod parti penblwydd plentyn wedi ei ganslo ar fyr rybudd gan fod y Ganolfan Hamdden wedi ei archebu dwywaith / <i>complaint that a child's birthday party had to be cancelled at short notice due to double booking of the Leisure Centre</i>	25.2.10 . gyrrwyd ymateb gydag eglurhad llawn a chynigwyd nodyn credyd fel iawn dal / an explanation and full apology given and a credit note offered as recompense.	Wedi Cau / <i>Closed</i>
CCO/097 . 10.2.10	Cynllunio / Planning – cwyn am y ffaith nad oedd achos honedig o dor- reolaeth cynllunio wedi cael ei archwilio. / <i>complaint about the fact that a reported breach of planning control had not been investigated.</i>	26.2.10 roedd yr ymateb yn cydnabod nad oedd ymchwiliad wedi cymryd lle oherwydd diffyg staff a niferoedd o fath cwynion. Rhoddwyd addewid i edrych i mewn i'r mater ac ymateb yn uniongyrchol i achwynydd / <i>response acknowledged that the investigation had not taken place due to staff shortages and the volume of such complaints received. Promise made to look into the matter and respond direct to the complainant.</i>	Wedi Cau / <i>Closed</i>

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CCO/098 . 10.2.10	Cyllid / Finance – cwyn yn gl n â derbyn bil treth y cyngor ar gyfer eiddo blaenorol / <i>complaint re: an old council tax bill for a previous property</i>	15.4.10 – gyrrwyd cynnig i gynnal cyfarfod ar gyfer trafod y gwyn ond ni dderbyniwyd ymateb. Felly, gyrrwyd llythyr yn egluro cefndir a manylion i gyd. / <i>offer made to meet and discuss the complaint but no response received . Eventually a letter was sent explaining the history and case details.</i>	Wedi Cau / <i>Closed</i>
CCO/099 . 24.2.10	Tai / Housing – cwyn yn gl n â gosod cegin newydd / <i>complaint re: installation of a new kitchen</i>	17.3.10 – gyrrwyd ymateb yn nodi manylion am ymweliad diweddar a hefyd bod cytundeb wedi ei chyrraedd o ran datrys y gwyn i fodlonrwydd pawb / <i>response sent detailing a recent visit and also that agreement had been reached re: solving the complaint to the satisfaction of all parties</i>	Wedi Cau / <i>Closed</i>
CCO/100 . 26.2.10	Gwastraff / Waste - cwyn oherwydd nad oedd y bin sbwriel wedi wagio a hefyd am y polisi o hysbysu ni am hyn o fewn 24 awr / <i>complaint re: bin not being emptied and the policy of only returning if notified within 24 hours</i>	18.3.10 . gyrrwyd ymateb (bu mwy o ohebiaeth yn ôl ac ymlaen) - yn nodi mai set o amgylchiadau prin oedd y rhain a datryswyd y broblem. / response sent (further correspondence also received and responded to) . noting that an isolated set of circumstances had occurred and that the problems were rectified.	Wedi Cau / <i>Closed</i>
CCO/101 . 5.3.10	Hamdden / Leisure – cwyn oherwydd safon gwersi nofio a hefyd oherwydd diffyg ymateb i g yn a wnaethpwyd ar lafar / <i>complaint about standard for swimming lessons and also about non-response to verbal complaint</i>	19.3.10 . aeth llythyr allan yn uniongyrchol gan y Pennaeth Gwasanaeth yn ymddiheuro am y diffyg ymateb - nodwyd hefyd bod y broblem wedi drafod gyda staff y Ganolfan Hamdden / <i>letter sent direct from Head of Service apologising for delay in responding – also noted that the staff at the Leisure Centre had been spoken to.</i>	Wedi Cau / <i>Closed</i>
CCO/102 . 9.3.10	Rhyddid Gwybodaeth - cais i adolygu penderfyniad i wrthod gwybodaeth Freedom of Information – <i>application to review a refusal to release information</i>		

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CCO/103 . 9.3.10	Cynllunio / Planning – cwyn yngl n â dor-reolaeth o ran amodau ynghlwm a chaniatâd. <i>/ complaint re: breaches of planning conditions attached to a permission</i>	30.3.10 . gyrrwyd ymateb a bu mwy o ohebiaeth yn ôl ac ymlaen. Rhoddwyd hanes llawn y cais ynghyd ac eglurhad oq prosesau aq gweithdrefnau perthnasol / <i>response sent and further correspondence received and replied to. Full history of the application given together with an explanation of the relevant processes and procedures</i>	Cam 2 / Stage 2
CCO/104 . 10.3.10	Cynllunio/ Planning – cwyn yngl n â dôr -reol honedig o reolaeth cynllunio / <i>complaint about an alleged breach of planning control</i>	30.3.10 . rhoddwyd eglurhad nad oedd y pellter bychan a nodwyd yn y gwyn yn ddigonol i haeddu ymchwiliad / <i>explanation given that the minimal distances quoted in the complaint did not merit investigation.</i>	Cam 2 / Stage 2
CCO/105 ó 11.3.10	Rhyddid Gwybodaeth - cais i adolygu penderfyniad i wrthod gwybodaeth Freedom of Information – <i>application to review a refusal to release information</i>		
CCO/106 ó 12.3.10	Cynllunio / Planning – cwyn am y ffordd roedd cais cynllunio wedi ddelio ag ef aq wrthod ynghyd a chais am iawndal / <i>complaint about the way a planning application had been dealt with and refused together with an application for compensation.</i>	31.3.10 . Roedd ymchwiliad llawn i'r gwyn - rhoddwyd eglurhad oq broses a ni chafwyd unrhyw dystiolaeth i gyfiawnhau talu iawndal / <i>Complaint fully investigated – explanation of the process given and nothing found to justify any compensation being paid.</i>	Cam 2 / Stage 2
CCO/107 ó 24.3.10	Gwastraff / Waste – cwyn oherwydd gwrthdrawiad agos gyda cherbyd gwastraff a diffyg ymateb gan y gwasanaeth / <i>complaint about a near collision with a refuse vehicle and lack of response by the Service.</i>	14.4.10 . Gyrrwyd ymddiheuriad oherwydd y diffyg ymateb a hefyd eglurhad oq camau a gymerwyd i ddelio gydaq gwyn / <i>Apology for the lack of response and an explanation of the steps taken to address the matter.</i>	Wedi Cau / Closed
CCO/108 ó 25.3.10	Cynllunio / Planning – cwyn am benderfyniad cynllunio a chais dilynol ôl gweithredol / <i>complaint about a planning decision and a subsequent retrospective application.</i>	13.5.10 – Rhoddwyd eglurhad llawn o hanes y cais ynghyd aq rheolau perthnasol / <i>Full explanation and history of the application provided together with the relevant regulations.</i>	Cam 2 / Stage 2

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CCO/109 6 30.3.10	Cynllunio & Priffyrdd / Planning & Highways - cwyn yngl n â diffyg ymateb i amryw o lythyrau yngl n â phenderfyniad cynllunio / <i>complaint about lack of response to various letters regarding a planning decision</i>	26.4.10 . Gyrrwyd ymddiheuriad ac eglurhad am y diffyg ymateb ac am y penderfyniad o ran y ffordd ymlaen / <i>Apology & explanation given for the lack of response and the decision about the way forward outlined in full.</i>	Wedi Cau / <i>Closed</i>
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- Cwynion yngl yn â'r iaith Gymraeg / *Complaints relating to the Welsh Language* = Dim / None
- Cwynion yngl yn â Phlant / *Complaints relating to Children* = Dim / None

Y Weithdrefn Gwyno a Chanmoliaeth Gorfforaethol / Corporate Complaints & Compliments Procedure

CYFNOD / PERIOD: Chwarter 1 2010/11 (Ebrill - Mehefin 2010) / Quarter 1 2010/11 (April – June 2010)

Rhif a dyddiad derbyn/ Ref & date received	Natur y gwyn/ Nature of complaint	Dyddiad ymateb a'r camau a gymerwyd o ganlyniad i'r gwyn / Date of reply & steps taken in view of the complaint	Wedi Cau neu Cam 2 / Closed or Stage 2
CCO/110 . 7.4.10	Cyllid / Finance - cwyn yngl n â diffyg ymateb i apêl heb ei datrys o ran peidio â dyfarnu budd-dal tai / <i>complaint about the lack of response to an outstanding appeal against decision not to award housing benefit</i>	12.4.10 – Deliwyd aq mater ynghyd ag ymddiheuriad llawn am yr oedi / <i>Matter dealt with and full apology given for the delay.</i>	Wedi Cau / <i>Closed</i>
CCO/111 . 8.4.10	Morwrol / Maritime - cwyn yngl n â diffyg ymateb parthed trosglwyddo angorfa / <i>complaint about the lack of response regarding a transfer of a mooring.</i>	21.4.10 – ymddiheuriad am yr oedi a bu mwy o ohebiaeth am y mater y tu allan iq broses cwynion / <i>apology for delay sent and further correspondence entered into outside of the complaints procedure.</i>	Wedi Cau / <i>Closed</i>
CCO/112 . 8.4.10	Cyfreithiol a Rhyddid Gwybodaeth / Legal & FOI – cwyn yngl n âq oedi parthed ymateb i gais FOI / <i>complaint about the delay in responding to an FOI request.</i>	29.4.10 . ymchwiliwyd i mewn iq gwyn ond ni chafodd ei gynnal oherwydd daethpwyd iq canlyniad bod yr oedi yn %angenrheidiol+ ac allan o reolaeth y swyddog / <i>investigations made and complaint not upheld due to finding that the delay was “necessary “due to various factors outside the officer’s control.</i>	Wedi Cau / <i>Closed</i>
CCO/113 . 12.4.10	Priffyrdd / Highways – cwyn yngl n â bil a dderbyniwyd am glirioq ffordd yn dilyn damwain / <i>complaint about a bill received for clearing road following an accident.</i>	29.4.10 – llythyr yn mynd allan yn nodi bod y mater yn cael ei ddelio gyda gan yr adain Yswiriant a Risg yn hytrach naq drefn gwyno / <i>letter sent noting that the matter would be better dealt with by Risk and Insurance section rather than via the complaints procedure</i>	Wedi Cau / <i>Closed</i>

Y Weithdrefn Gwyno a Chanmoliaeth Gorfforaethol / Corporate Complaints & Compliments Procedure

CCO/114 . 15.4.10	Cyllid / Finance – cwyn yngl n âq ffordd y deliwyd gyda chais and budd dal tai a threth y cyngor / <i>complaint about the way a claim for Housing & Council Tax benefits had been dealt with</i>	13.5.10 – gyrrwyd llythyr yn ymddiheuro am yr oedi ac yn darparu eglurhad llawn oq asesiad / <i>letter sent apologising for the delay and providing a full explanation and breakdown of the assessment.</i>	Wedi Cau / <i>Closed</i>
CCO/115 . 19.4.10	Priffyrdd / Highways – cwyn yngl n â llwybrau troed / <i>complaint re: footpaths</i>	11.5.10 . tynnwyd y gwyn yn ôl / <i>complaint withdrawn</i>	Wedi Cau / <i>Closed</i>
CCO/116 . 16.4.10	Cynllunio/Planning – cwyn bod y Pwyllgor Cynllunio wedi methu a chynrychioliq etholaeth gan nad oeddynt wedi gwrando aq gwrthwynebiadau / <i>complaint that the Planning Committee have failed to represent the Electorate by not listening to objections</i>	4.5.10 - rhoddwyd hanes llawn y cais cynllunio ynghyd ag eglurhad oq rheolau a phrosesau. Nid oedd Cam 2 yn addas yn yr achos yma a chynghorwyd yr achwynydd i gysylltu âq Ombwdsmon. / <i>full history of the planning application given with and explanation of the rules and regulations. Stage 2 inappropriate in this matter and complainant advised to contact the Ombudsman.</i>	Wedi Cau / <i>Closed</i>
CCO/117 . 5.5.10	Gwastraff / Waste – cwyn am ymddygiad Warden mewn maes parcio / <i>complaint about the manner of a warden in a car park</i>	18.5.10 – ymchwiliwyd o mewn iq mater ond nid oedd yn bosib profi'r un fordd naq llall gan nad oedd tystion ond cynigwyd ymddiheuriad gan y rheolwr gwasanaeth ar ran yn Cyngor / <i>matter investigated but matter could not be proved either way as there were no witnesses but service manager offered an apology on behalf of the Council.</i>	Wedi Cau / <i>Closed</i>
CCO/118 . 6.5.10	Tai / Housing – cwyn yngl n â chwyn a choed yn yr ardd drws nesaf / <i>complaint relating to weeds and trees in neighbouring garden</i>	7.6.10 - Aeth yr Archwilydd Ardal I ymweld âq partion i gyd a chytunwyd ar ffordd ymlaen yn yr achos yma. / <i>Area Inspector visited and spoke to all parties concerned and a way forward was agreed.</i>	Wedi Cau / <i>Closed</i>
CCO/119 . 10.5.10	Tai / Housing – cwyn yngl n â chyflwr cegin ac agwedd swyddog oq cyngor / <i>complaint about state of kitchen and attitude of council officer</i>	27.5.10 – edrychwyd i mewn iq mater ond doedd dim i brofiq gwyn yn erbyn y swyddog ac mi gymerwyd camau i ddelio gydaq gegin / <i>investigation undertaken, complaint against officer not proved and steps taken to deal with the kitchen.</i>	Cam 2 / <i>Stage 2</i>

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CCO/120 . 11.5.10	Gwastraff / Waste – cwyn am fod deunydd ail gylchu ar hyd y ffordd yn dilyn casgliad / <i>complaint about the fact that recycled materials are strewn across the road following collection</i>	16.6.10 – gyrrwyd ymateb yn dilyn arolwg oq rownd a bu ymchwiliad llawn a thrafodaethau gyda Verdant - cynigwyd ymddiheuriad. / <i>response sent following a survey of the round and a full investigation and discussions with Verdant – apology offered.</i>	Wedi Cau / <i>Closed</i>
CCO/121 . 13.5.10	Tai / Housing – cwyn yngl n â gwaith cynnal a chadw y tu allan i dy preifat / <i>complaint relating to repair and maintenance works outside private house.</i>	5.6.10 . ymddiheurwyd am y swm aq llwch ond nodwyd bod y gwaith yn angenrheidiol a rhoddwyd addewid gan y Contractwyr I gadw golwg ar yr aflonyddwch / <i>apology given for the noise and dust but repairs essential and contractors promised to keep an eye on the disruption</i>	Cam 2 / <i>Stage 2</i>
CCO/122 . 17.5.10	Priffyrdd / Highways – cwyn am y ffaith bod gwaith cynnal a chadw ar y ffordd y t allan i eiddo yn achosi niwsans / <i>complaint about the fact that the road outside of property was being maintained and causing disruption</i>	8.6.10 – yn dilyn ymchwiliad trylwyr daethpwyd iq canlyniad nad oedd cyfiawnhad i lawer oq gwyn ac mae dros dro oedd y gwaith ac er fudd cerddwyr. Rhoddwyd ymddiheuriad am unrhyw gamddealltwriaeth / <i>following a thorough investigation it was found that there was no justification for much of the complaint and that the works were temporary to accommodate pedestrians. Apology given for any misunderstanding.</i>	Wedi Cau / <i>Closed</i>
CCO/123 . 24.5.10	Cynllunio / Planning - cwyn yngl n â dôr -reol honedig o reolaeth cynllunio / <i>complaint about an alleged breach of planning control</i>	15.6.10 – gyrrwyd ymateb llawn - yn gysylltiedig â chwynion blaenorol / <i>full response sent – related to previous complaints.</i>	Cam 2 / <i>Stage 2</i>
CCO/124 . 24.5.10	Tai / Housing	Ddim yn gwyn wediq cyfan . cais am wasanaeth / <i>Not a complaint after all - a request for service</i>	
CCO/125 . 25.5.10	Gorfodaeth Cynllunio / Planning Enforcement Cwyn yngl n âq cyngor a roddwyd am adnewyddu ac atgyweirio adeilad rhestredig / <i>complaint relating to advice given re: listed building repairs and renovations</i>	15.6.10 - edrychwyd trwy bob ffeil perthnasol ac maeq cyngor a ddarparwyd i weld yn gywir ac yn gyfreithiol. Rhoddwyd hanes ac eglurhad llawn am y mater yn yr ymateb / <i>All files in relations to this complaint were checked and the advice given appeared correct and lawful. Full explanation and history of the matter noted in response.</i>	Wedi Cau / <i>Closed</i>

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CCO/126 . 25.5.10	Tai / Housing – cwyn gan denantiaid preifat bod cymdogion swnllyd yn gwneud bywyd yn anodd - cam 2 yn gynnwys cais am iawn dal oherwydd symud t / <i>complaint from private tenants that noisy neighbours making life difficult - stage 2 included a claim for compensation as result of moving house.</i>	15.6.10 – gyrrwyd ymateb yn manyluq camau a gymerwyd i ddelio gydaq sefyllfa ac fe wrthodwyd y cais am iawndal / <i>full response sent detailing all the steps taken to deal with the situation and the compensation claim refused.</i>	Cam 2 / Stage 2
CCO/127 . 3.6.10	Cyllid a Chynllunio / Finance & Planning - cwyn ynglyn a diffyg ymateb l gwynion a honiadau amrywiol yn erbyn swyddogion / <i>complaint about lack of response to complaints and various allegations against officers</i>	24.6.10 ymateb cychwynnol - angen gwybodaeth pellach er mwyn ystyried y gwyn y drylwyr / <i>initial response – further information required in order to fully consider the complaint</i>	Ongoing
CCO/128 . 15.6.10	Hamdden / Leisure – cwyn am bris tocynnau ar gyfer cyngerdd aq ffaith bod y %eren+ddim ond wedi perfformio 4 can / <i>complaint about price of tickets for a concert and the fact that the “star” had only performed 4 songs</i>	18.6.10 - gyrrwyd ymddiheuriad ynghyd a 2 docyn di-dal gyfer perfformiadau yn y dyfodol / <i>apology given and 2 complimentary tickets for future performances sent.</i>	Wedi Cau / Closed
CCO/129 . 15.6.10	Cyllid / Finance – cwyn yn dod trwy CAB yngl n â phenderfyniad cais am fudd dal a budd dal tai / <i>complaint received via CAB re: determination of benefit and housing benefit claim</i>	2.8.10 - achos cymleth, ac oherwydd hyn yn hwyr yn derbyn ymateb. Gyrrwyd hanes llawn (8 tudalen) mewn ymateb ynghyd aq penderfyniad newydd / <i>complicated case, hence delay in replying. A full history (8 pages) sent in response together with a new decision.</i>	Wedi Cau / Closed
CCO/130 . 16.6.10	Cyfreithiol / Legal - cwyn yngl n â chyfreithiwr / complaint relating to a solicitor	1.7.10 – gyrrwyd hanes llawn yr achos i q achwynydd ac ni fu dim gohebiaeth bellach / <i>a full history of the matter in hand was sent to the complainant and no further correspondence received.</i>	Wedi Cau / Closed

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CCO/131 . 17.6.10	Priffyrdd / Highways – cwyn oherwydd bod lamp stryd newydd yn uwch naq un blaenorol / <i>complaint about the fact that a replacement street lamp was higher than the previous one</i>	1.7.10 - gyrrwyd eglurhad allan iq achwynydd bod y gwasanaeth wedi dilyn y prosesau cywir o ran y lamp newydd / <i>explanation sent to the complainant that the service had followed correct procedures with regard to the replacement.</i>	Cam 2 / Stage 2
CCO/132 . 18.6.10	Cynllunio / Planning - cwyn gan gwmni o dwrnai ynglyn a diffyg ymateb i lythyr par: rhwymedigaeth Adran 106 / <i>complaint received from a firm of solicitors regarding non- response to a letter re: Section 106 obligation.</i>	13.7.10 - gyrrwyd hanes llawn o ran gohebiaeth yn yr achos gan gynnwys yr oedi ar ran yr achwynydd / <i>full correspondence history noted and sent including a delay on the complainant's part.</i>	Wedi Cau / Closed
CCO/133 . 22.6.10	Priffyrdd / Highways - cwyn am y ffordd y tu allan o eiddoq achwynydd a honiad bod y cyngor wedi llechfeddiannu tir preifat / <i>complaint about the road outside complainant's house and an allegation that the council had encroached upon private land.</i>	8.7.10 – bu ymchwiliad trylwyr ac edrychwyd trwy hen ffeiliau. Ni ddaethpwyd o hyd i unrhyw dystiolaeth ac ni chynhaliwyd y gwyn / full investigation carried out and old files checked. No evidence found to support the allegation and compliant not upheld.	Cam 2 / Stage 2
CCO/137 . 25.6.10	Tai / Housing – cwyn oherwydd y ffaith bod yr achwynydd wedi bod ar y rhestr tai am gyfnod hir - angen t ar frys erbyn hyn / <i>complaint about the fact that the complainant had been on the housing list for some time – now urgently in need of a house.</i>	12.7.10 – rhoddwyd eglurhad oq system pwyntiau aq polisi dyraniad ynghyd a hanes llawn yr achos ei hun / points system and allocations policy explained in full together with the history of this specific case.	Cam 2 / Stage 2

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CCO/135 . 25.6.10	<p>Gwas. Amgylcheddol / Environmental Services cwyn bod y cyngor wedi ail gartrefi ci crwydr pan nad oedd yr hawl ganddynt i wneud hynny / <i>complaint that the council had re-homed a stray dog when it did not have the authority to do so.</i></p>	<p>12.7.10 - bu cydnabyddiaeth nad oedd yr adran wedi cadw at lythyren y ond bod y torcyfraith yn %dibwys a thechnegol+ oherwydd ni fuasaiq perchennog wedi gallu adennill y ci o fewn yr amser. Er hynny, cynigwyd iq perchennog ddewis ci arall pan fyddai ci addas yn dod i mewn / acknowledged that the rules had not strictly been adhered to but noted that the breach was %ainor & technical+in that the owner could not have reclaimed the dog within the time set. However, offered another dog from the kennels should the specified preference become available.</p>	Cam 2 / Stage 2
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- Cwynion ynglyn â'r iaith Gymraeg / Complaints relating to the Welsh Language = Dim /None
- Cwynion ynglyn â Phlant / Complaints relating to Children = Un (yn anuniongyrchol) / One (indirectly)