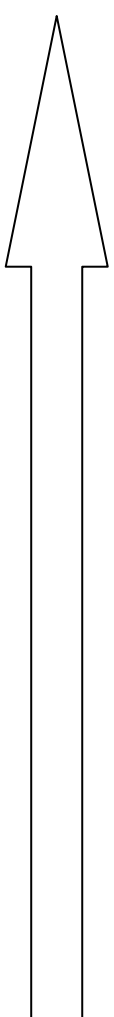


Cyngor Sir Ynys Môn / Isle of Anglesey

Pwyllgor:	Pwyllgor Safonau
Dyddiad y Cyfarfod:	31 Hydref 2012
Teitl yr Adroddiad:	Prosiect Rheoli Cwynion
Adroddiad gan:	Swyddog Gwybodaeth Corfforaethol
Pwrpas yr Adroddiad:	Rhoi diweddariad i'r Pwyllgor am statws cyfredol y Prosiect Rheoli Cwynion

1. Fel yr adroddwyd i'r Pwyllgor yma ar 27 Gorffennaf, cyflwynwyd y Mandad diwygiedig i Dîm Rheoli'r Penaethiaid Gwasanaeth ar 31 Mai 2012 .
2. Mae gwaith cefndirol wedi 'i gwblhau i addasu'r Polisi i fod yn fersiwn " Ynys Môn" ac i adlewyrchu'r realiti sydd wedi ei gorfodi gan gyfyngiadau adnoddau. Hefyd, mae Polisi'r Ombwdsmon "Gweithredoedd Annerbyniol gan Achwynwyr" yn cael ei ddefnyddio fel man cychwyn i'r Cyngor cyhoeddi a mabwysiadu polisi o'r fath. Gyrrwyd y 2 ddogfen drafft allan am ymgynghoriad i'r Cyfarwyddwyr a'r Penaethiaid Gwasanaeth ar 26.9.12. Daeth y cyfnod ymgynghori i ben ar 12.10.12 ac mae gwaith yn mynd rhagddo i gwblhau unrhyw newidiadau. Mae'r dogfennau ymgynghori yn atodol (Atodiad1)
3. Bwriedir mynd a'r Policy newydd i gyfarfod o'r Pwyllgor Gwaith er cymeradwyaeth ar 19.11.12 gyda dyddiad gweithredu arfaethedig o 1.4.2013.
4. Mae mabwysiadu "Cynllun Dangos y Ffordd" yn ffurfio'r rhan olaf o'r Cynllun Prosiect ac mi fydd hyn yn hwyluso mynediad i wybodaeth i Aelodau.
5. Mi fydd adroddiad diweddarau pellach yn cael ei gyflwyno i'r cyfarfod nesaf o'r Pwyllgor Safonau.

SUMMARY OF CONCERNS AND COMPLAINTS POLICY

SAME	STEP 3 – PSOW	
DIFFERENT	<p>STEP 2 – COMPLAINT (p12)</p> <ul style="list-style-type: none"> • unresolved concern } timescale 3 days • escalate to DCO } • DCO will } <ul style="list-style-type: none"> ○ assess/prioritise } ○ appoint investigator } ○ inform CCO } ○ monitor } • CCO acknowledges and identifies investigator } 2 days • investigator investigates and notifies outcome to complainant } 15 days (note exceptions) • data collection and analysis • lessons learnt - quarterly reports to SLT and Executive 	
NEW	<p>STEP 1 – CONCERN</p> <ul style="list-style-type: none"> • service failure after request • includes dialogue • swift in service resolution • data collection and analysis • lessons learnt (p9) - quarterly reporting to SLT and Executive 	
SAME	<p>BUSINESS AS USUAL</p> <ul style="list-style-type: none"> • service request • includes dialogue • frontline resolution • no data collection 	

Complaints received per service 2011-2012

89 complaints received – 3 withdrawn prior to being dealt with = 86 complaints

Service	Number of complaints dealt with	Stage 2	Ombudsman
	86	15	9
Education	2	0	0
Environmental Services	0	0	0
Finance	32	3	1
Highways	3	0	2
Highways/Tourism	1	0	0
Housing	16	3	0
Human Resources	0	0	0
IT	0	0	0
Legal	0	0	0
Leisure	6	0	0
Libraries	0	0	0
Maritime	1	0	0
Planning	16	4	4
Planning / Highways	1	1	0
Policy	2	0	0
Property	0	0	0
Scrutiny	1	0	0
Trading Standards	3	3	2
Waste Management	2	1	0

CONSULTATION ON THE COUNCIL'S NEW CONCERNS AND COMPLAINTS POLICY

CONSULTATION QUESTIONNAIRE

Specific issues requiring a response (noted in red in the Draft Policies) - Responses please by 12.10.12				
Concerns and Complaints Policy				
Ref:	Question	6 months	12 months	Comments
Page 5	Time limit option – within 6 or 12 months from when problem occurred			
Page 16	Each authority must appoint an Officer with responsibility for ensuring the policy is adopted and guidance followed	Chief Executive	Deputy Chief Executive	
General	Any other comments on the Policy			
Unacceptable Actions by Complainants Policy				
Page 6	Section 4 – Managing unacceptable action by complainants – is there any other action that you would wish to see included here			
General	Is there anything else that you would like to see included in the Policy – another type of sanction/ any other “unacceptable action/behaviour”			
General	Any other comments on the Policy			