

PAPUR / ENCLOSURE  
C

## Cyngor Sir Ynys Môn / Isle of Anglesey

<b>Pwyllgor:</b>	Pwyllgor Safonau
<b>Dyddiad y Cyfarfod:</b>	13 Mawrth 2013
<b>Teitl yr Adroddiad:</b>	Prosiect Rheoli Cwynion
<b>Adroddiad gan:</b>	Swyddog Gwybodaeth Corfforaethol
<b>Pwrpas yr Adroddiad:</b>	Rhoi diweddariad i'r Pwyllgor am statws cyfredol y Prosiect Rheoli Cwynion

1. Cyflwynwyd y Polisi Pryderon a Chwynion i'r Pwyllgor Gwaith ar 19.11.12. Penderfynodd y Pwyllgor Gwaith fabwysiadu'r Polisi a'r Polisi Camau Annerbyniol gan Achwynydd a chymeradwywyd y dyddiad gweithredu o 1 Ebrill 2013.
2. Cyflwynir adroddiad i'r Cyngor Sir ar 5 Mawrth 2013 yn gofyn iddo gymeradwyo a mabwysiadu'r ddau Bolisi yn ffurfiol. Mae'r Adroddiad ynghlwm er gwybodaeth. **(Atodiad 1)**.
3. Mae gwaith wedi ei gwblhau neu'n parhau er mwyn rhoi sylw i'r materion isod, a hynny er mwyn sicrhau bod popeth yn barod ar gyfer y dyddiad gweithredu:-
  - Mae'r staff perthnasol wedi eu nodi a threfnwyd sesiynau hyfforddi.
  - Mae'r gwasanaeth TG yn gweithio ar system gofnodi gyffredin ar gyfer y Cyngor cyfan.
4. Rhan olaf y cynllun prosiect yw mabwysiadu 'Polisi Cyfeirio' a fydd yn hwyluso mynediad i wybodaeth ar gyfer Aelodau mewn da bryd ar gyfer y Cyngor newydd ym Mai 2013.
5. Mae Gweithgor Swyddogion Cwynion Corfforaethol Cymru Gyfan hefyd wedi cynnal ei gyfarfod cyntaf a bu'n gyfarfod buddiol a difyr gyda chynrychiolwyr o 13 o'r 22 o Awdurdodau Lleol yng Nghymru yn bresennol. Mae Cofnodion y cyfarfod hwnnw ynghlwm er gwybodaeth. **(Atodiad 2- saesneg yn unig)**.
6. Cyflwynir adroddiad ar weithredu'r polisi newydd i'r cyfarfod nesaf o'r Pwyllgor Safonau.

# ATODIAD / APPENDIX

1

<b>CYNGOR SIR YNYS MÔN</b>	
<b>Adroddiad i</b>	<b>PWYLLGOR GWAITH A'R CYNGOR SIR</b>
<b>Dyddiad</b>	<b>19 TACHWEDD 2012 A 5 MAWRTH 2013</b>
<b>Pwnc</b>	<b>Polisi Pryderon a Chwynion</b>
<b>Deilydd(ion) Portffolio</b>	<b>Y Cyngorydd John Chorlton</b>
<b>Swyddog Arweiniol</b>	<b>Lynn Ball – Pennaeth Adnoddau (Cyfreithiol a Gweinyddol – Swyddog Monitro)</b>
<b>Swyddog Cyswllt</b>	<b>Beryl Jones, Swyddog Gofal Cwsmer (Ffôn 01248 752588 )</b>
<b>Natur a rheswm am adrodd:</b>	
<p>Gofynnir i'r Cyngor Sir gymeradwyo'r argymhelliad gan y Pwyllgor Gwaith ar 19.11.12 bod y Polisi Pryderon a Chwynion a'r Polisi Gweithredoedd Annerbyniol gan Achwynwyr yn cael eu mabwysiadu gyda'r dyddiad cychwyn o 1af Ebrill, 2013</p>	

<b>A – Cyflwyniad / Cefndir / Materion sydd angen sylw</b>
<p>Adroddiad i'r Pwyllgor Gwaith 19.11.12 ( Wedi ei atodi)</p> <p>Cyflwynwyd y Polisi newydd i'r Pwyllgor Gwaith ar 19 Tachwedd 2012 a bu i'r Pwyllgor Gwaith benderfynu:-</p> <p>“ Penderfynwyd argymell i'r Cyngor Sir:-</p> <ul style="list-style-type: none"> <li>• Ei fod yn mabwysiadu'r Polisi Pryderon a Chwynion newydd ynghyd â'r Polisi Gweithredoedd Annerbyniol gan Achwynwyr;</li> <li>• Bod y dyddiad cychwyn sef 1 Ebrill 2013 yn cael ei gymeradwyo</li> </ul> <p>Rheswm dros y Penderfyniad</p> <p>Cydymffurfio gyda chynnig Llywodraeth Cymru i ddatblygu system gyffredin ar gyfer ymdrin â chwynion i ddarparwyr gwasanaethau cyhoeddus yng Nghymru. “</p>

**B – Ystyriaethau**

Gweler yr adroddiad atodol

**C – Goblygiadau ac Effeithiau**

1	<b>Cyllid / Adran 151</b>	
2	<b>Swyddog Cyfreithiol / Monitro</b>	Mae gweinyddiaeth gorfforaethol y Polisi wedi ei leoli o fewn yr Adain yma
3	<b>Adnoddau Dynol</b>	Trafodaethau wedi cychwyn o ran rhaglen hyfforddiant ar gyfer swyddogion perthnasol
4	<b>Gwasanaethau Eiddo</b>	
5	<b>Technoleg Gwybodaeth a Chyfathrebu(TGCh)</b>	Trafodaethau wedi cychwyn o ran system recordio gyffredin
6	<b>Cydraddoldeb</b>	Hyn wedi ei wneud gan Lywodraeth Cymru
7	<b>Gwrthdodi a Chymdeithasol</b>	
8	<b>Cyfathrebu</b>	Bydd cyhoeddusrwydd eang i'r polisi i gyd fynd a'r dyddiad cychwyn
9	<b>Ymgynghori</b>	Mae ymgynghoriad mewnol ar y ddau bolisi drafft wedi digwydd ac mae'r ymatebion a dderbyniwyd wedi eu hymgorffori yn y dogfennau atodol
10	<b>Economaidd</b>	
11	<b>Amgylcheddol</b>	
12	<b>Trosedd ac Anhrefn</b>	
13	<b>Cytundeb Canlyniadau</b>	

**CH – Crynodeb**

Mae Llywodraeth Cymru yn annog yn gryf i bob darparwr gwasanaethau cyhoeddus yng Nghymru fabwysiadu'r Polisi Pryderon a Chwynion er mwyn unioni profiad y cyhoedd o ddelio â chwynion

**D – Argymhelliad**

Bod y Cyngor Sir yn mabwysiadu'r Polisi Pryderon a Chwynion, ynghyd a'r Polisi Gweithredoedd Annerbyniol gan Achwynwyr, gyda dyddiad cychwyn o 1af Ebrill, 2013.

**Enw awdur yr adroddiad: Beryl Jones**

**Swydd: Swyddog Gofal Cwsmer**

**Dyddiad: 11.02.13**

**Atodiadau:**

Atodiad 1 – Polisi Pryderon a Chwynion

Atodiad 2 - Polisi Gweithredoedd Annerbyniol gan Achwynwyr.

**Papurau cefndir**

Dim

<b>CYNGOR SIR YNYS MÔN</b>	
<b>CYFARFOD:</b>	Y Pwyllgor Gwaith
<b>DYDDIAD:</b>	19 Tachwedd 2012
<b>TEITL YR ADRODDIAD:</b>	Polisi Pryderon a Chwynion
<b>ADRODDIAD GAN:</b>	Beryl Jones Swyddog Cwynion Corfforaethol
<b>PWRPAS YR ADRODDIAD:</b>	Cymeradwyo Polisi Cwynion Corfforaethol newydd

## **1. Cyflwyniad a Chefndir**

- 1.1 Yn 2009, fe sefydlodd Llywodraeth Cymru (LIC) Weithgor Cwynion Cymru yn cael ei gadeirio gan yr Ombwdsmon Gwasanaethau Cyhoeddus. Gofynnwyd i'r Grŵp ddatblygu cynnig i sicrhau system gyffredin ar gyfer ymdrin â chwynion i ddarparwyr gwasanaethau cyhoeddus yng Nghymru.

Derbyniwyd llythyr gan Lywodraeth Cymru yn Awst 2010 yn dweud bod Polisi wedi cael ei lunio ac wedi ei gymeradwyo gan Weinidogion Cymru a'i argymhell i bob darparwr gwasanaeth cyhoeddus, ac a oedd yn eu hannog i ystyried ei ddefnyddio fel sail ar gyfer gweithdrefn gwynion: "yn agored ac ar gael i ddefnyddwyr gwasanaeth; wedi ei ddylunio i ddelio gyda chwynion yn y ffordd fwyaf effeithiol ac effeithlon, ac yn defnyddio'r canlyniadau, a'r hyn a ddysgwyd, o ddatrys cwynion i roi gwybodaeth ar gyfer darparu gwasanaethau cyhoeddus o ansawdd uchel yn seiliedig ar y dinesydd."

## 2. Y Polisi Newydd

2.1 Yng ngoleuni'r argymhelliad cryf hwn, gofynnir i'r Cyngor yn awr fabwysiadu Polisi newydd, yn seiliedig ar y model a awgrymir. Y prif wahaniaethau rhwng Polisi cyfredol y Cyngor a'r Polisi newydd arfaethedig yw :-

- Pwyslais ar ofal y cwsmer
- Cofnodi POB pryder yn systematig (ac nid ond cwynion yn unig)
- Datrysiaid cynnar, yn cynnwys unioni (iawndal)
- Taflen Wybodaeth Safonol a Ffurflen Gwynion i'r cyhoedd
- Asesu a blaenoriaethu cwynion
- Gofynion ymchwilio newydd
- Adrodd ar lefel uchel i'r Pwyllgor Gwaith a'r TUA
- Yn dangos gwersi a ddysgwyd a gwelliannau a weithredwyd
- Dim proses apêl fewnol / dim rôl weithredol i Aelodau
- Yr angen i'r Cyngor fabwysiadu Polisi " Gweithredoedd Annerbyniol gan Achwynwyr".

## 3. Ymgynghori Mewnol

3.1 Anfonwyd y Polisi drafft "Pryderon a Chwynion" a'r Polisi " Gweithredoedd Annerbyniol gan Achwynwyr" i Gyfarwyddwyr Corfforaethol a Phenaethiaid Gwasanaeth ar gyfer ymgynghori ar 26.9.12 ac y mae'r ymatebion a dderbyniwyd wedi eu hymgorffori yn y dogfennau yn Atodiad 1 ac Atodiad 2 yr Adroddiad hwn.

## 4. Y Polisi Newydd

### 4.1 Mae'r Polisi newydd mewn 2 ran :-

- Bydd **Rhan 1** yn cael ei ddsbarthu i'r cyhoedd, ac fe ddylai fod yn safonol ar draws Cymru gyfan, ac eithrio ei fod yn adlewyrchu natur y darparwr gwasanaeth.
- Mae **Rhan 2** yn gyfarwyddyd ac fe all pob darparwr gwasanaeth cyhoeddus deilwra eu Polisi yn unol â maint a gofynion gweithredol y sefydliad ar yr amod na fydd hyn yn cael effaith ar brofiad y cyhoedd o

ddelio â chwynion - “fe ddylai elfennau fel y ffurflen, cyfnodau amser a nifer y cyfnodau fod yn gyson i bawb”.

## **4.2 Yr Agwedd Newydd**

### **Cam 1 – Datrysiad Anffurfiol**

- Mae'r cam hwn yn cynnig cyfle i gael ymgysylltiad anffurfiol yn y lle y mae'r gwasanaeth yn cael ei ddarparu er mwyn ceisio datrys cwynion, naill ai ar yr amser y mae'r pryder yn codi neu'n fuan iawn wedi hynny. Fe ddylai'r cam hwn fod yn rhan o ddarparu gwasanaeth ar y rheng flaen fel na fydd yn cael ei weld fel cam ar wahân. Bydd y cam hwn fel arfer ar ffurf eglurhad neu gymryd camau priodol eraill i ddatrys pethau, gan staff rheng flaen.
- Fe ddylai'r cam datrysiad anffurfiol gael ei wneud mor fuan ag sy'n bosibl ac yn sicr ni ddylai gymryd mwy na 10 niwrnod gwaith. Os nad yw'n bosibl datrys y pryder o fewn y cyfnod amser hwnnw, yna fe ddylid mynd â'r mater i'r cam ymchwiliad ffurfiol.

### **Cam 2 – Ymchwiliad Mewnol Ffurfiol**

- “Ymchwiliwch unwaith, ymchwiliwch yn dda” yw'r egwyddor ar gyfer y cam hwn o'r broses. Rhoddir pwyslais ar un ymchwiliad i ddelio'n drwyadl gyda'r pryderon a godwyd, yn hytrach na nifer o ymchwiliadau ar wahanol lefelau yn y sefydliad, all olygu ymchwiliadau hir ac, weithiau, pen agored.
- Fodd bynnag, bwriadwyd yr elfen Cam 2 o'r broses i fod yn hyblyg ac i ymateb yn briodol i'r gwyn. Mae “Ymchwilio'n dda” hefyd yn golygu cynnal ymchwiliad mewn dull sy'n gymesur â natur a gradd difrifoldeb y gŵyn. Mae cymesur yn golygu – yn achos cwynion llai difrifol - na fydd angen efallai i'r ymchwiliad fod mor fanwl / gynhwysfawr.

## **5. Y Polisi Gweithredoedd Annerbyniol gan Achwynwyr**

Cyfeiriwyd y Polisi tuag at yr achwynwyr y mae eu hymddygiad yn annerbyniol. Nid oes gan y Cyngor unrhyw bolisi cyfatebol ar hyn o bryd.

Mae'r polisi newydd hwn yn diffinio'r mathau o ymddygiad y bernir eu bod yn annerbyniol ac mae'n rhoi cyngor a chyfarwyddyd ynglŷn â sut y byddir yn rheoli'r ymddygiadau hyn.

## **6. Y Ffordd Ymlaen**

Fel y gall y Polisi newydd gael ei gyflwyno'n effeithiol, rhaid i'r camau gweithredu canlynol gael eu cwblhau gan yr holl Wasanaethau :-

1. Nodi staff rheng flaen fydd angen derbyn hyfforddiant ar y Polisi newydd
2. Nodi'r aelodau staff fydd yn cael eu hyfforddi i fod yn ymchwilwyr.
3. Cysylltu gyda'r Swyddog Hyfforddi a Datblygu i drefnu hyfforddiant.
4. Cysylltu gyda'r Gwasanaeth TGCh er mwyn sicrhau bod yna system ddigonol yn ei lle i fedru cofnodi'r holl bryderon.
5. Sicrhau bod trefniadau yn eu lle ar gyfer arwyddbostio fel bod aelodau'n gwybod pwy i gysylltu â nhw er mwyn cael cymorth gydag ymholiadau gan etholwyr.
6. Rhoi cyhoeddusrwydd i'r Polisi newydd (yn gorfforaethol).

## **7. Gweithredu**

Er mwyn caniatáu amser i gwblhau camau 1 i 6, awgrymir y dylid nodi 1 Ebrill 2013 fel y dyddiad gweithredu.

### **Argymhellion :-**

1. Bod y Pwyllgor Gwaith yn argymhell a bod y Cyngor yn mabwysiadu'r Polisi Pryderon a Chwynion a hefyd y Polisi Gweithredoedd Annerbyniol gan Achwynwyr.
2. Bod y dyddiad cychwyn, sef 1 Ebrill 2013 yn cael ei gymeradwyo.

ATODIAD / APPENDIX  
2

## All Wales Corporate Complaints Officers Working Group

**Minutes of meeting held on 19 November 2012**

**(Held at MRC, Llandrindod Wells)**

Item	Action	By
<b>1. Welcome and Introductions</b>	<p><b>13 Local Authorities attended, represented by 16 officers, as set out below:</b></p> <p>Anglesey – Beryl Jones            Ceredigion – Carys Hughes            Conwy – Jan Manley            Monmouthshire – Annette Evans            Neath Port Talbot – Karen Jackson and Catherine Gadd            Newport – Kit Wilson            Pembrokeshire – Emily Sheen            Powys – Julie Nicholas-Humphreys            Rhondda Cynon Taff – Sarah Jones and Chris Macey            Swansea – Andrew Taylor and Huw Evans            Torfaen – Caron Davies            Vale of Glamorgan – Eira Carroll            Wrexham – Ian Downward</p> <p>As it was the first meeting of the Working Group everyone introduced themselves.</p>	
<b>2. Apologies for absence</b>	<p><b>Apologies:</b></p> <p>Blaenau Gwent – Angela O’Leary and Audra Williams            Bridgend – Charlotte Branford            Caerphilly – Karen Williams and Gail Williams            Cardiff – Clare Taggart            Carmarthenshire - Catherine Evans            Conwy – David Smith            Denbighshire – John LI Williams and Steve Goodrum            Flintshire – Jenni Griffiths            Gwynedd – Sion Huws            Merthyr – Bernadette Jenkins            Pembrokeshire – John Roberts            Vale of Glamorgan – Tony Curliss            Wrexham – Lisa Vaughan</p>	
<b>3. Appointment of Chair and Vice-Chair until April 2013</b>	<p><b>The Working Group agreed to the following appointments until April 2013:</b></p> <p><b>Eira Carroll (Vale of Glamorgan) – Chair</b>  <b>Julie Nicholas-Humphreys (Powys) – Vice Chair</b></p>	

<p><b>4. Background – Customer Focus Wales and setting up of this Sub Group</b></p>	<p>EC (Chair/VOG) tabled the Terms of Reference for the Customer Focus Wales Group (CFWG), as some members of the Working Group had not heard of CFWG, and questioned its remit.</p> <p>CFWG decided to set up this Working Group as one of its sub groups as Corporate Complaints was falling under the remit of some (not all) Customer Services areas and it was identified as part of the work programme in March 2012.</p> <p>KW (Newport) and JNH (Vice Chair/Powys) were also members of the CFWG and they spoke briefly about the remit of the CFWG, which met on a quarterly basis. Two Sub Groups, in addition to this Working Group, had already been established and they were Web Group Wales and an Operations Group. SJ (RCT) also attended the CFWG.</p> <p>JNH said that she would arrange for a list of representatives on the CFWG to be circulated.</p> <p>It was noted that other Working Groups existed which had complaints/maladministration within their remit, eg Monitoring Officers Group and Social Care Complaints Group. It was agreed it would be helpful to make contact with the Chairs of these Groups to advise them of the work that this Working Group would be doing.</p>	<p><b>JNH to provide a list of LA representatives on CFWG to all members</b></p> <p><b>EC to make contact with Chairs</b></p>
<p><b>5. Draft Terms of Reference – for approval</b></p>	<p>EC (Chair/VOG) submitted the draft Terms of Reference for this Working Group. A detailed discussion was held suggesting amendments. <b>The revised document is attached at Appendix 1 to these Minutes.</b></p> <p>It was noted that a North Wales Complaints Officers Group already existed.</p> <p>AT and HE (Swansea); KW (Newport) and JNH (Vice Chair/Powys) said that they supported the setting up of a South Wales Corporate Complaints Officers' Working Group. EC mentioned that a number of South Wales Local Authorities were not present – however she would make contact with them to see if they would like to join.</p> <p><b>It was agreed that it would be useful to share certain documents (eg Letter Templates; Staff Guidance; Policies) between members of the Working Group. JNH (Vice Chair/Powys) said she could establish a shared site on the Knowledge Hub, where members of the Working Group could have access.</b></p>	<p><b>EC to update TOR and circulate to members for final approval</b></p> <p><b>EC to make contact with South Wales LA contacts regarding a South Wales Group</b></p> <p><b>JNH to look into establishing a shared site on the Knowledge Hub for this Working Group</b></p>
<p><b>6. Model Concerns and Complaints Policy and Guidance for</b></p>	<p>EC (Chair/VOG) tabled a sheet which summarised which Local Authorities had adopted the Model Concerns and Complaints Policy and Guidance. Members who were present gave an update as to when they were due to adopt the Model Policy. <b>A revised sheet is attached at Appendix 2 to these Minutes.</b></p>	<p><b>EC to update sheet and circulate with Minutes</b></p>

<p><b>Public Service Wales</b></p>	<p>KW (Newport) updated the Working Group on the work he did in Newport when they adopted the 2 Stage All Wales Model Concerns Policy and Guidance in April 2011. (This was prior to the Welsh Government publishing the Policy/Guidance in July/August 2011.)</p> <p>KW said that they had kept the Policy very short and put more detail in the Staff Guidance. There is central recording of all complaints using the Oracle CRM system. There were 2/3 complaint coordinators in each service who were trained in putting complaints on the CRM system. There were no hard copy complaint letters/documents – everything was electronically stored on CRM. In the first quarter (April to June 2011) there were hardly any complaints recorded however the numbers increased as people became aware of the Policy and their responsibilities to record complaints.</p> <p>KW wrote a report to Cabinet in April 2012 which analysed the complaints over the previous year, it also included lessons learned.</p> <p>KW said that Newport had been one of the highest local authorities in Wales for complainants to make contact with the Ombudsman. In 2011/12 it was the second lowest for Ombudsman contacts. This improvement was, in KW’s view, down to the adoption of the new Model Concerns Policy.</p> <p>KW explained the process followed at Stage 1 and Stage 2. In the first 6 months only 9 complaints went to Stage 2. All Stage 2 complaints go via KW and he decides who will investigate. Usually it is the Head of Service however if it is very serious and relates to eg fraud or harassment; or the complainant did not wish the service to be involved and KW supported this position it would be an independent manager of the service or a Director.</p> <p>KW said that Complaints are monitored and managed correctly in Newport. Letter templates are also used. KW said that compliments had also been included in his Policy and this had been welcomed by services, such as Registrars.</p> <p><b>KW said he would circulate his Policy and Staff Guidance to members of the Working Group.</b></p> <p>EC thanked KW for his update.</p> <p>AE (Monmouthshire) said that they included comments as part of their All Wales Model Policy.</p> <p>CD (Torfaen) said they had established a Corporate Complaints e-mail box.</p> <p>It was noted that some members of the Working Group did not use electronic systems to record complaints – some used excel spreadsheets.</p> <p><b>Some Local Authorities had included Vexatious Complaints in their All Wales Model Policy. It was agreed that members who had done so would share them with members of the Working Group.</b></p>	<p><b>KW to circulate his Policy and Staff Guidance</b></p> <p><b>Members who had included Vexatious Complaints in their Model Policy – to circulate to all</b></p>
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	<p>JNH (Vice Chair/Powys) asked whether actions had been taken under the Vexatious Complaints Policy. It was also raised in respect of FOI requests.</p> <p>From discussions it appeared that there was inconsistency in legal advice. Some had said it was OK to implement the Vexatious Policy against people who submitted excessive FOI requests – others had said no – it should not be implemented.</p> <p>AT (Swansea) said that his authority had been found guilty by the ICO concerning an FOI request.</p> <p><b>It was agreed that representatives from the Information Commissioner’s Office and the Public Services Ombudsman for Wales should be invited to a future meeting of the Working Group to discuss Vexatious Policies and FOI requests.</b></p> <p>A discussion was held on the categories/subjects of complaints referred to in the Model Concerns and Complaints Policy and Guidance. One person said it was difficult to comply with it given their in-house database which used their internal categorisation – another said it used the Local Government Service list and that was replicated on their website. One person said they used both – her own Local Authority categorisation and the All Wales Model categories.</p> <p><b>It was agreed that the categories/subjects of complaints referred to in the Model Concerns and Complaints Policy and Guidance should be discussed at a future meeting and that more information should be obtained as to the timescale for reporting on the categories.</b></p>	<p><b>on Working Group</b></p> <p><b>EC to make contact with the PSOW and ICO to invite them to a future meeting to discuss Vexatious complaints</b></p> <p><b>EC to make contact with a representative at the Welsh Government and to include as an agenda item at a future meeting</b></p>
<p><b>7. Learning from Complaints and Quarterly Casebook from Public Services Ombudsman for Wales</b></p>	<p>EC (Chair/VOG) tabled (for information) the report that Tony Curliss, Vale of Glamorgan Council (VOG), had drafted for that Council’s Customer Relations Project Board. The report included the Dashboard; the Executive Summary; Statistical Commentary; What was learnt from complaints; How the service has changed and an Action Plan.</p> <p>The issue of auditing when Lessons Learnt reports were produced was discussed. AT (Swansea) said that they were looking at including actions in Internal Audit Plans so that they could be monitored through this process. KW (Newport) said that Service</p>	

	<p>Plans included information on complaints.</p> <p>EC referred to the Quarterly Casebook which was produced by the Public Services Ombudsman for Wales' Office. As she was the VOG contact officer for the Ombudsman's Office she was sent a link to this document. She then circulated it to Heads of Service and Operational Managers at the VOG. The Casebook included complaints about specific service areas – however more general things such as complaints handling had been included in the most recent Casebook (Issue 10).</p>	
<p><b>8. Survey of Complainants and collection of information eg Protected Characteristics</b></p>	<p>EC (Chair/VOG) asked whether any local authorities surveyed complainants.</p> <p>Those present said that they did not currently. However AT and HE (Swansea) said that they had previously but had stopped because people found it difficult to distinguish between the outcome and the way their complaint had been dealt with. EC said that this had been found in VOG when surveys had been sent out in the past.</p> <p>CD (Torfaen) said that Social Care in her local authority did not survey complainants anymore as there was no value in it.</p> <p>It was reported that the North Wales Complaints Officers Group had considered at their last meeting whether to survey complainants and to do the exercise jointly. However when it was looked in to they had decided not to do so as the benefit did not outweigh the cost. However JM (Conwy) said that their Local Authority was looking to Customer Service Excellence as a whole rather than concentrating solely on complainants.</p> <p>EC asked whether members obtained Equality information on Protected Characteristics, ie Age, Disability, Gender Reassignment, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation in respect of complainants-</p> <p>JNH (Vice Chair/Powys) said that Powys included Equality Monitoring Information as part of their Customer Satisfaction Survey of people who telephoned or had face to face contact. (However information on Protected Characteristics was not asked.) 150 people per month were contacted by post.</p> <p>ID (Wrexham) said that a questionnaire requesting details of Protected Characteristics was sent out to complainants at the beginning of the Stage 1 process by letter. (It was sent with the acknowledgment letter.) In addition the letter also asked them to identify any specific needs.</p> <p>KJ and CG (Neath Port Talbot) said that Equality Monitoring forms were sent out by complaints officers at Stage 2. It was available in hard copy and a return envelope was provided. The return rate was approximately 15%.</p>	
<p><b>9. Remedies and Compensation</b></p>	<p>EC (Chair/VOG) asked whether any local authorities paid complainants money or offered gifts for "time and trouble".</p> <p>HE (Swansea) recalled a letter from the Public Services Ombudsman</p>	

	<p>for Wales which referred to payment of £50 per month of delay. He also mentioned flowers being given. In Swansea it was the Head of Service who decided whether the payment should be made – this was based on clear rationale; detriment was also considered.</p> <p>ES (Pembrokeshire) said that a payment of £150 for goodwill had been made.</p> <p>EC referred to payment of £300 for time and trouble and upset to a complainant recently.</p> <p>(It was noted that Compensation is different from goodwill.)</p> <p>HE suggested that Remedies and Compensation be discussed at the next meeting of the Working Group in April 2013. <b>It was agreed that everyone should bring examples of when payment was made for time and trouble. In addition examples when compensation was paid. The Ombudsman’s representative could be asked to attend to give a view and guidance.</b></p> <p><b>EC said that she would check whether the Ombudsman published any guidance on the payment of remedies.</b></p> <p>It was noted that the Public Services Ombudsman for Wales published a document “Principles for Remedy” but it did not include monetary amounts.</p>	<p><b>EC to include item on next agenda on Remedies and Compensation</b></p> <p><b>All to bring examples</b></p> <p><b>EC to invite a representative of the PSOW to attend to discuss</b></p> <p><b>EC to check whether guidance published</b></p>
<p><b>10. Benchmarking and Best Practice</b></p>	<p>EC (Chair/VOG) asked for suggestions on what information could be used for Benchmarking.</p> <p>JM (Conwy) said that the North Wales Complaints Officers Group already collated benchmarking information. However some Local Authorities were not able to provide information on all of them, due to for example, the way complaints were recorded.</p> <p>JM reported that in 2011/12 Conwy had received 575 complaints; Flintshire 617 and Anglesey 72. (These figures excluded Social Services Complaints.)</p> <p><b>JM agreed to circulate the Benchmarking form which was used by the North Wales Complaints Officers to members of the Working Group.</b></p> <p><b>It was agreed that Benchmarking information should be considered at the next meeting in April 2013.</b></p>	<p><b>JM to circulate Benchmarking information</b></p> <p><b>EC to add item to agenda for meeting in April 2013</b></p>

<b>11. Roles and Responsibilities of Corporate Complaints Officers</b>	<p>EC (Chair/VOG) asked whether those present would be willing to share information on the roles and responsibilities of Corporate Complaints Officers. This could include salaries and grades. This would be for information purposes only.</p> <p>HE (Swansea) said that it would be helpful to exchange information on Job Descriptions and Person Specifications. Management Structures would also be helpful. He was not sure that salaries and grades would be as useful.</p> <p><b>It was agreed that information would be exchanged on Job Descriptions and Person Specifications. If people wanted to include grades/salaries – this was voluntary.</b></p>	<b>All to share Job Descriptions and Person Specifications</b>
<b>12. Meeting Review</b>	<p>EC (Chair/VOG) asked for feedback on the meeting and whether it had been useful and worthwhile in attending.</p> <p>Overall those present thought that the meeting had been worthwhile and that it would be useful to have a more consistent approach to Corporate Complaints in Wales. It was also important to share best practice and establish benchmarking, provide support and have a forum at which to network</p>	
<b>13. Any other Business</b>	None were raised.	
<b>14. Date of next Meetings</b>	<p>April 2013 and September 2013</p> <p>Venue to be MRC – Llandrindod Wells</p>	<p><b>EC to book – on a Tuesday or Wednesday if possible</b></p> <p><b>EC to confirm dates once booked</b></p>