

Carer Factsheet

Making a Complaint

If you are unhappy about any of the services you are receiving you should tell someone. You have a right to complain. All the organisations supporting you or the person you care for, including the council, the Health Board, your GP, the Department for Work and Pensions and all the service providers should have complaints procedures. Most organisations have leaflets or booklets that tell you how to make a complaint and how they will try to resolve the problem.

If you have tried to resolve the problem with the organisation through their complaints procedure but you are not satisfied with the outcome, then for care providers you can contact the Care and Social Services Inspectorate Wales on **029 2047 8600**. For public sector organisations you can contact the Ombudsman on **0845 601 0987**.

If you have a complaint about the services provided by Cardiff or Vale councils, call the number below and ask to speak to their Complaints Officer.

Cardiff Council – Connect 2 Cardiff - **029 2087 2087**

Vale of Glamorgan Council – Contact OneVale - **01446 700111**

If you are unhappy with the treatment or care you receive from Cardiff & Vale UHB, make a complaint as soon as possible to senior staff on duty at the time of the incident or the appropriate ward, hospital or community manager. Otherwise contact a member of the Complaints Department on **029 2074 4095**. You can also e-mail **concerns@wales.nhs.uk**, or write to:

Chief Executive

Cardiff and the Vale University Health Board Headquarters

University Hospital of Wales

Heath Park

Cardiff, CF14 4XW



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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Cardiff and Vale of Glamorgan Community Health Council

The Community Health Council is an independent NHS 'watchdog' that represents the interests of local patients and the public in the NHS. They provide a free independent client-led advocacy service that covers all aspects of NHS treatment and care. The level of support you require is tailored to your individual requirements.

The CHC will assist patients, and or their representatives, to access information about concerns and offer advice on the options available. They will also support patients, and/or representatives, to forward their concerns to a health organisation for investigation. Contact them on **029 2037 7407** or **advocacy@cavogchc.org.uk**.

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

This factsheet is produced by Cardiff Council, Vale of Glamorgan Council and Cardiff and Vale University Health Board. Every effort has been made to make sure the information is correct and up to date.

V1 November 2017

Taflen Ffeithiau **Gofalwr**

Gwneud Cwyn

Os ydych chi'n anfon llyth ar unrhyw un o'r gwasanaethau rydych yn eu derbyn, dylech chi ddweud wrth rywun. Mae gennych chi hawl i gwyno. Dylai fod gan bob sefydliad sy'n eich cefnogi chi neu'r person rydych yn gofalu amdano, gan gynnwys y cyngor, y Bwrdd Iechyd, eich meddyg teulu, yr Adran Gwaith a Phensiynau a'r holl ddarparwyr gwasanaeth weithdrefnau cwyno. Mae gan y rhan fwyaf o sefydliadau daflenni neu lyfrynnau sy'n dweud wrthyf sut i wneud cwyn a sut byddant yn ceisio datrys y problem.

Os ydych chi wedi ceisio datrys problem gyda'r sefydliad trwy eu gweithdrefn gwyno ond nid ydych yn foddol ar y canlyniad, ar gyfer darparwyr gofal gallwch gysylltu â'r Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru ar **029 2047 8600**. Ar gyfer sefydliadau'r sector cyhoeddus, gallwch gysylltu â'r Ombwdsmon ar **0845 601 0987**.

Os oes gennych gŵyn am y gwasanaethau a ddarperir gan gynghorau Caerdydd neu'r Fro, ffoniwch y rhif isod a gofynnwch am gael siarad â'u Swyddog Cwynion.

Cyngor Caerdydd – Cysylltwch â Chaerdydd - **029 2087 2087**
Cyngor Bro Morgannwg – Cysylltu ag Un Fro - **01446 700111**

Os ydych yn anfon llyth ar y driniaeth neu'r gofal rydych yn ei dderbyn gan Fwrdd Iechyd Prifysgol Caerdydd a'r Fro, gwnewch gŵyn cyn cynted â phosibl i uwch staff sydd ar ddyletswydd ar adeg y digwyddiad neu'r rheolwr ward, ysbyty neu gymuned. Fel arall, cysylltwch ag aelod o'r Adran Gwynion ar **029 2074 4095**. Gallwch hefyd e-bostio **concerns@wales.nhs.uk** neu ysgrifennu at:

Y Prif Weithredwr
Pencadlys Bwrdd Iechyd Prifysgol Caerdydd a'r Fro,
Ysbyty Athrofaol Cymru
Parc y Mynydd Bychan
Caerdydd CF14 4XW



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Cyngor Iechyd Caerdydd a Bro Morgannwg

Mae'r Cyngor Iechyd Cymunedol yn gorff gwarchod annibynnol y GIG sy'n cynrychioli buddion cleifion lleol a'r cyhoedd yn y GIG. Maent yn darparu gwasanaeth eirioli annibynnol am ddim a arweinir gan gleientiaid sy'n ymwneud â phob agwedd ar driniaeth a gofal y GIG. Bydd lefel y cymorth sydd ei angen arnoch wedi'i deilwra ar gyfer eich gofynion unigol.

Bydd y CIC yn helpu cleifion a/neu eu cynrychiolwyr i gael mynediad at wybodaeth sy'n gysylltiedig â phryderon ac yn cynnig cyngor ar yr opsiynau sydd ar gael. Byddant hefyd yn cefnogi cleifion, a/neu gynrychiolwyr, i anfon eu pryderon at sefydliad iechyd i'w hymchwilio. Cysylltwch â nhw ar **029 2037 7407** neu **advocacy@cavogchc.org.uk**.

Cynhyrchir y ffeithlen hon gan Gyngor Caerdydd, Cyngor Bro Morgannwg a Bwrdd Iechyd Prifysgol Caerdydd a'r Fro