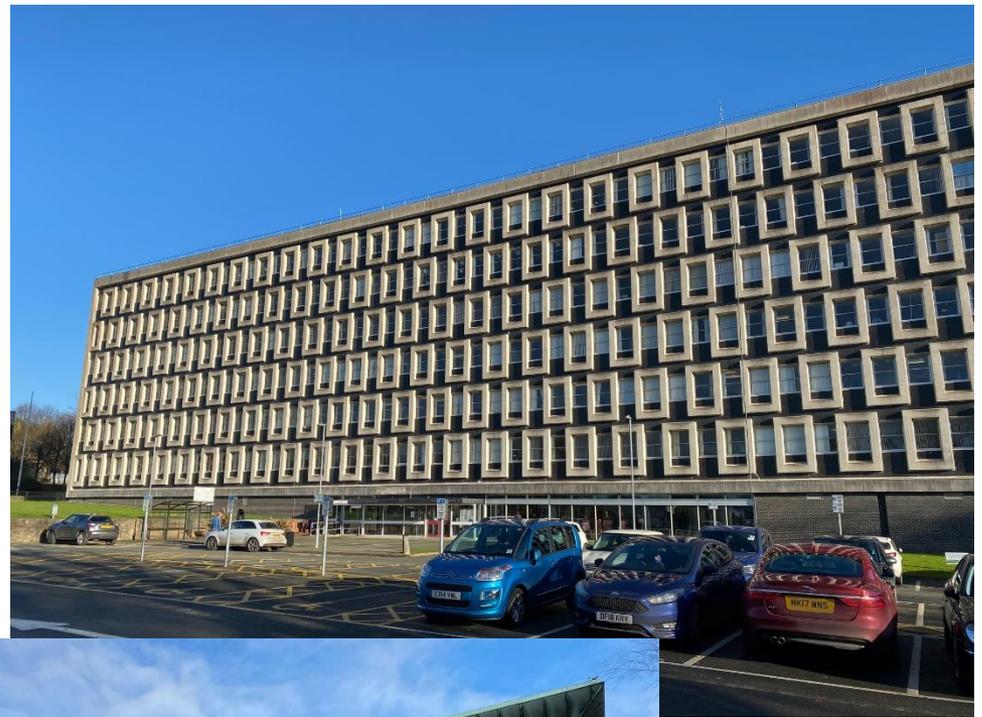
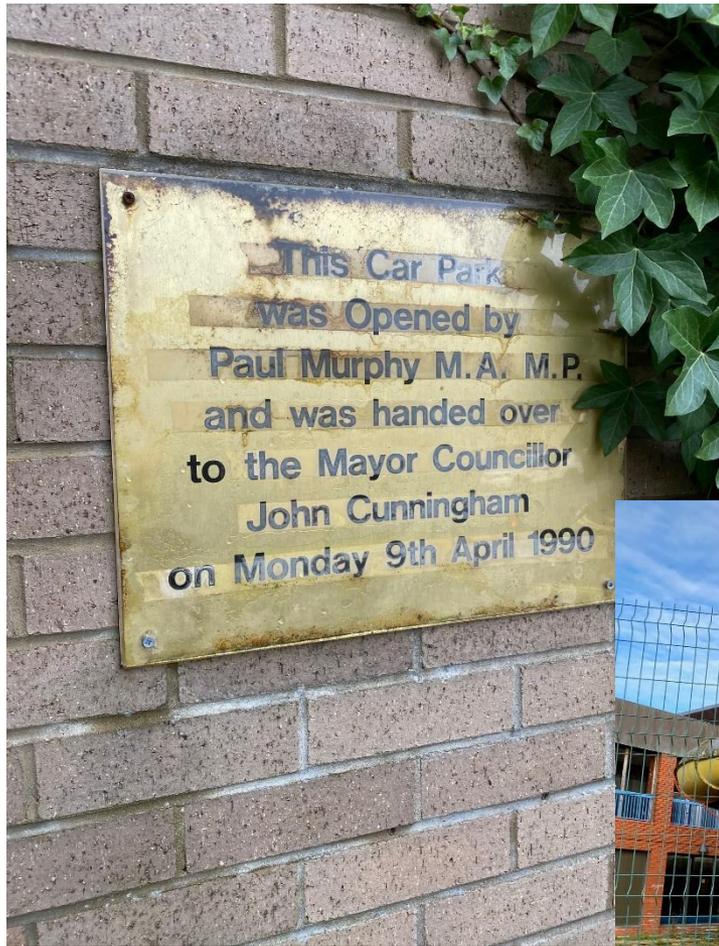




CSA so far...

**ASC hyd yn
hyn...**



Complaints Landscape / Y Sefyllfa Cwynion

We can now say that in 2019/2020:



~13,500 complaints were logged by Local Authorities in Wales.



An average of 4.29 complaints per 1000 residents.



43% of all complaints were upheld.



78.37% of all complaints were closed within 20 days.



867 Complaints related to Local Authorities were referred to PSOW (~7%).

Gallwn bellach adrodd am 2019/2020:



Cofnodwyd ~13,500 cwyn gan Awdurdodau Lleol yng Nghymru.



Cyfartaledd o 4.29 cwyn fesul 1000 preswlydd.



Cadarnhawyd 43% o'r holl gwynion.

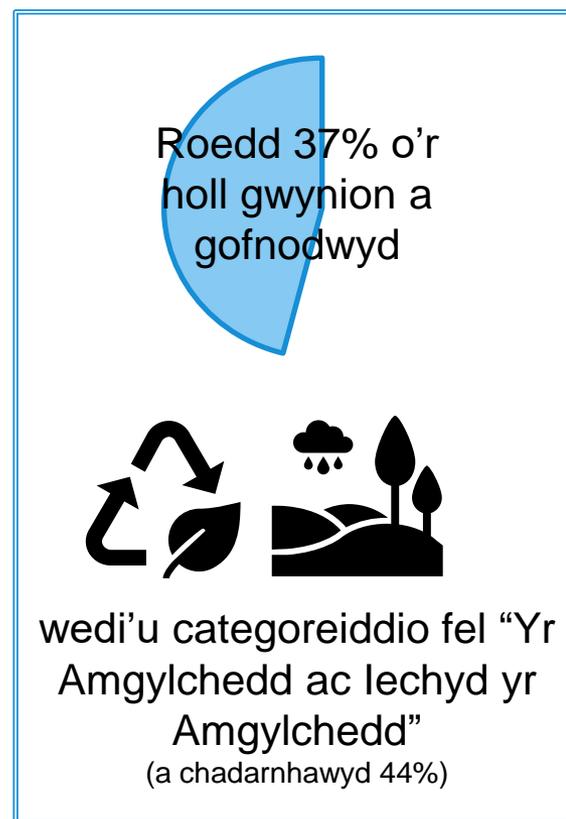
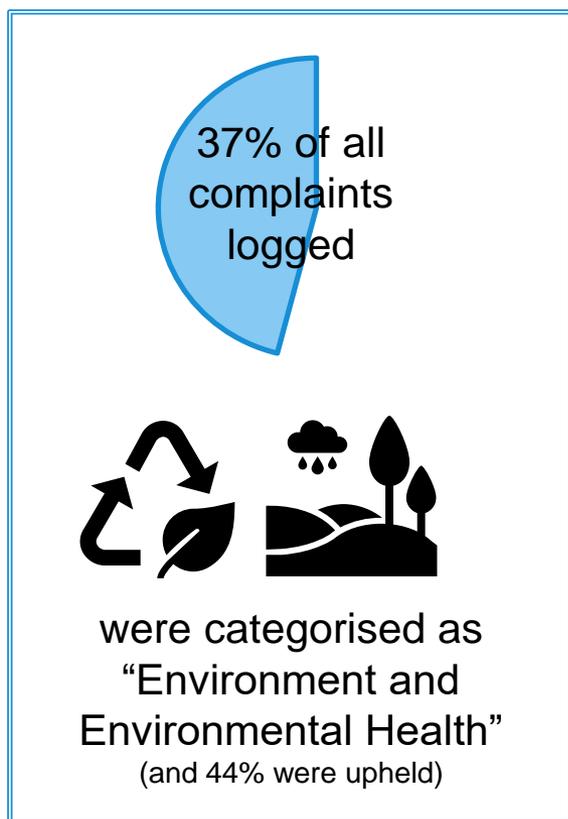


Caewyd 78.37% o'r holl gwynion o fewn 20 diwrnod.



Cyfeiriwyd 867 Cwyn yn ymwneud ag Awdurdodau Lleol i OGCC (~7%).

Complaints Landscape / Y Sefyllfa Cwynion



Future CSA Support

Cefnogaeth ASC yn y dyfodol



- We hope to visit multiple stakeholders over the coming months.
- We will look to engage with you, and your complaints teams, to understand your needs.
- Examples of support could be:
 - Example Documents
 - Factsheets
 - Sharing best practice for recording data
 - Root Cause Analysis
 - Regular newsletters
 - CSA Website
 - Bespoke Training Sessions
- Gobeithiwn ymweld â nifer o rhanddeiliaid dros y misoedd nesaf.
- Byddwn yn ceisio ymgysylltu â chi a'ch timau Cwynion, i ddeall eich anghenion.
- Enghreifftiau o gefnogaeth:
 - Dogfennau Enghreifftiol
 - Taflenni Ffeithiau
 - Rhannu arfer gorau ar gyfer cofnodi data
 - Dadansoddiad o wraidd y problem
 - Cylchlythyrau rheolaidd
 - Gwefan ASC
 - Sesiynau Hyfforddi pwrpasol

Future CSA Support Cefnogaeth ASC yn y dyfodol



Resilience Gwyntwch

How effectively do you manage your time?

Pa mor effeithiol yr ydych chi yn rheoli eich amser



Listening Gwranddo

Where do you stand? Ble I chi yn sefyll?

Accountable Behaviours
Things happen because of me
mddygiad atebolrwydd
bethau yn digwydd oherwydd fi

Victim behaviour
Things happen to me
mddygiad dioddefwr
bethau yn digwydd i fi



Any Questions?

Unrhyw gwestiynau?

**Diolch
Thank You**

Matthew Harris

**Pennaeth Safonau Cwynion/Head of
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