

Give us your views

Lleisiwch eich barn



Issue Date: March 2018
Review Date: March 2019

Dyddiad Cyhoeddi: Marchogaeth 2018
Dyddiad Adolygu: Marchogaeth 2019

Give us your views

We want to know what you think about the services we provide.

Please feel free to complain, comment or compliment.

You have useful information that will help us improve the quality of our service.

You, your carers, or anyone who represents you can comment or complain to us about any aspect of our service.

How do I make a complaint?

1. If you are not happy with our service you should bring it to the attention of any member of staff. We will discuss the matter with you and seek to reach a resolution within 10 working days. If this is not to your satisfaction you can make a formal complaint in writing. We will support you in this.
2. When we receive your complaint a senior member of staff will contact all of those involved and carry out any necessary investigation, which should be completed within 25 working days. The aim of this is to reach an outcome acceptable to you. You will be informed this in writing. If you are not satisfied with the result, you should write to the Chief Executive and request that your complaint is dealt with under stage three of our complaints procedure.
3. At this stage we will appoint an independent person with knowledge of the relevant area to review your complaint. The review will examine all the information from previous stages and

Lleisiwch eich barn

Rydym eisiau eich barn am y gwasanaethau rydym yn eu darparu.

Mae croeso i chi gwyno, gwneud sylw, neu ganmol.

Mae gennych wybodaeth ddefnyddiol a fydd yn ein helpu i wella safon ein gwasanaeth.

Gallwch chi, eich gofalwyr, neu unrhyw un sy'n eich cynrychioli, wneud sylw neu gwyno ynghylch unrhyw agwedd o'n gwasanaeth.

Sut fedra'i gwyno?

1. Os nad ydych yn fodlon gyda'n gwasanaeth dylech godi'r mater gydag unrhyw aelod o'n staff. Byddwn yn trafod y mater gyda chi ac yn ceisio datrys y sefyllfa o fewn 10 niwrnod. Os ydych yn parhau yn anfodlon gallwch gyflwyno cwyn ffurfiol ysgrifenedig. Byddwn yn cefnogi eich penderfyniad.
2. Pan fyddwn yn derbyn eich cwyn bydd uwch aelod o staff yn cysylltu â'r unigolion perthnasol ac yn cynnal unrhyw ymchwiliad angenrheidiol, a ddylai gael ei gwblhau ymhen 25 diwrnod gwaith. Y nod fydd sicrhau canlyniad a fydd yn dderbyniol i chi. Byddwch yn derbyn cadarnhad ysgrifenedig o hyn. Os nad ydych yn fodlon gyda'r canlyniad, dylech ysgrifennu at y Prif Weithredwr/wraig gan wneud cais i'ch cwyn gael ei thrin yn unol â thrydydd cam y drefn gwyno.
3. Ar yr adeg hon byddwn yn penodi unigolyn annibynnol gyda gwybodaeth am y maes perthnasol i adolygu eich cwyn. Bydd yr adolygiad

what After Adoption has tried to do to resolve the complaint. This review will be completed within 25 working days. At the end of the review a report will be provided to After Adoption's Trustee Board who will make a decision and take any necessary action. You will receive a copy of this report. and written details of any decisions made.

If, after receiving the report you are not happy, you can then take the complaint to the Charity Commission or to OFSTED. Details are overleaf.

What is a complaint?

We will investigate a complaint if it is one of the following:

- An expression of dissatisfaction about the standard of the service
- Action or lack of action by the charity affecting an individual or group
- An allegation that the charity has failed to observe proper procedures
- An allegation that there has been an unacceptable delay in dealing with a matter or about how an individual has been treated by a member of After Adoption Staff

Your opinion counts!

We are interested in what you think. If you have a comment or a suggestion you'd like to make, you can speak to your worker or contact any member of staff at After Adoption (contact details are included later on in this leaflet).

yn archwilio'r wybodaeth o'r camau blaenorol a'r hyn y ceisiodd After Adoption wneud i ddatrys y gŵyn. Bydd yr adolygiad yn cael ei gwblhau o fewn 25 diwrnod gwaith. Ar ddiwedd yr adolygiad bydd adroddiad yn cael ei gyflwyno gerbron Bwrdd Ymddiriedolwyr After Adoption er mwyn i'r Bwrdd wneud penderfyniad a chymryd unrhyw gamau angenrheidiol. Byddwch yn derbyn copi o'r adroddiad hwn, a manylion ysgrifenedig am unrhyw benderfyniadau a wnaed.

Os ydych yn parhau'n anfodlon ar ôl derbyn yr adroddiad, gallwch fynd â'ch cwyn i'r Comisiwn Elusennau neu OFSTED. Mae manylion cyswllt trosodd.

Beth yw cwyn?

Byddwn yn ymchwilio i gwyn os bydd yn un o'r canlynol:

- Mynegiant o anfodlonrwydd ynghylch safon y gwasanaeth
- Gweithredu neu ddiffyg gweithredu gan yr elusen sydd yn effeithio ar unigolyn neu grŵp
- Honiad fod yr elusen wedi methu dilyn y drefn briodol
- Honiad fod oedi annerbyniol wedi bod wrth drin mater neu'r modd y mae unigolyn wedi cael ei drin gan aelod o staff After Adoption

Mae eich barn chi'n cyfri!

Rydym yn awyddus i glywed eich barn. Os hoffech wneud sylw neu awgrym, siaradwch gyda'ch gweithiwr/ wraig neu unrhyw aelod o staff After Adoption (manyion cyswllt ar gael ar y daflen hon).

OFSTED

Piccadilly Gate, Store Street, Manchester,
M12WD. www.ofsted.gov.uk

Charity Commission

Charity Commission Direct
www.charity-commission.gov.uk

Recording of complaints

All complaints are recorded so that we can monitor the types of problems that are occurring, how they are best resolved and the time it takes to solve them. All information will be treated as confidential and we will take care to follow data protection legislation in handling and managing information.

Outcomes

We hope that you will be satisfied with the outcome.

This might be:

- making an apology by letter, telephone or in person
- giving a full explanation of what happened and why
- taking action to put matters right

Contacting us

You can contact us by phone, email or in writing to comment on our service, or to make a complaint. You, or the person representing you, can also request a copy of our complaints procedure.

information@afteradoption.org.uk

OFSTED

Piccadilly Gate, Storfa Street, Manceinion,
M12WD. www.ofsted.gov.uk

Comisiwn Elusennau

Comisiwn Elusennau Uniongyrchol
www.charity-commission.gov.uk

Cofnodi cwynion

Rydym yn cadw cofnod o bob cwyn fel y gallwn fonitro'r math o broblemau sy'n codi, sut y gellir eu datrys a'r amser y mae'n ei gymryd i'w datrys. Bydd yr holl wybodaeth yn gwbl gyfrinachol a byddwn yn gofalu ein bod yn dilyn deddfwriaeth gwarchod gwybodaeth wrth drin a rheoli gwybodaeth.

Canlyniadau

Gobeithiwn y byddwch yn fodlon gyda'r canlyniad. Gallai hyn olygu:

- ymddiheuriad drwy lythyr, dros y ffôn neu ar lafar
- esboniad llawn o'r hyn ddigwyddodd a pham
- gweithredu er mwyn datrys y broblem

Cysylltu â ni

Gallwch gysylltu â ni dros y ffôn, ebost neu drwy lythyr i wneud sylwadau neu gwyno am ein gwasanaeth. Gallwch chi, neu eich cynrychiolydd, hefyd ofyn am gopi o'n trefn gwyno.

After Adoption, Unit 5, Citygate, 5
Blantyre Street, Manchester, M15 4JJ

0161 839 4932

www.afteradoption.org.uk

Registered charity No. 1000888

After Adoption, Unit 5, Citygate, 5
Blantyre Street, Manceinion, M15 4JJ

0161 839 4932

www.afteradoption.org.uk

Elusen gofrestredig Rhif 1000888

Photograph posed by models.

Copyright www.johnbirdsall.co.uk

Modelau sy'n ymddangos yn y ffotograff.

Hawlfraint www.johnbirdsall.co.uk