

PWYLLGOR CRAFFU CYMUNEDAU

3ydd O DACHWEDD 2016

ADRODDIAD HANNER BLWYDDYN CWYNIION A CHANMOLIAETH – 1AF O EBRILL HYD AT 30AIN O FEDI 2016

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Bod y Pwyllgor yn craffu ar y sefyllfa hanner blwyddyn mewn perthynas â monitro cwynion a chanmoliaeth, ar gyfer blwyddyn ariannol 2016/17.

Rhesymau:

- Er mwyn i'r aelodau allu gweithredu eu swyddogaeth craffu mewn perthynas â monitro perfformiad
- Sicrhau bod meysydd sy'n peri pryder yn cael eu nodi a bod camau perthnasol yn cael eu cymryd

Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad: NAC OES

Aelodau'r Bwrdd Gweithredol sy'n gyfrifol am y Portffolio:

- Cyng. Linda Evans (Tai)
- Cyng. Meryl Gravell (Adfywio ac Hamdden)

Y Gyfarwyddiaeth: Prif Weithredwr	Swyddi:	Rhifau Ffôn / Cyfeiriadau E-bost:
Enw Pennaeth y Gwasanaeth: Wendy Walters	Prif Weithredwr Cynorthwyol (Adfywio a Pholisi)	01267 224112 wswalters@sirgar.gov.uk
Awdur yr adroddiad: John Tillman	Swyddog Gwybodaeth a Diogelu Data	01267 224127 jtillman@sirgar.gov.uk

EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE

3rd NOVEMBER 2016

**Half-Yearly Complaints and Compliments Report –
1st April to 30th September 2016**

This report provides members with statistics and analysis on complaints, compliments and enquiries received and dealt with during Quarters 1 and 2 of the 2016/17 financial year.

The following sections of the report are specifically relevant for the members of the Community Scrutiny Committee:

- Section 9.4 – Leisure and Housing
- Section 9.5 – Planning and Property Services

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Wendy Walters Assistant Chief Executive (Regeneration & Policy)

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Wendy Walters Assistant Chief Executive (Regeneration & Policy)

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Information@work complaints data	Not applicable.