

PWYLLGOR CRAFFU POLISI AC ADNODDAU 30^{ain} O DACHWEDD 2016

ADRODDIAD HANNER BLWYDDYN CWYNION A CHANMOLIAETH – 1^{AF} O EBRILL HYD AT 30^{AIN} 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. David Jenkins (Adnoddau)
- Cyng. Pam Palmer (Ffocws Cwsmeriaid a Pholisi)
- Cyng. Mair Stephens (Adnoddau Dynol, Effeithlonrwydd a Chydweithio)

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 jwtillman@sirgar.gov.uk

EXECUTIVE SUMMARY

POLICY & RESOURCES SCRUTINY COMMITTEE

30th 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 Policy & Resources Scrutiny Committee:

Section 9.1 – Chief Executive's

Section 9.3 – Corporate Services

DETAILED REPORT ATTACHED?	YES
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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.