

CYNGOR TREF Caergybi
Gweithdrefn Gwyno
Mabwysiadwyd ar 07/10/2024

1. Mae Cyngor Tref Caergybi wedi ymrwymo i ddarparu gwasanaeth o safon er budd y bobl sy'n byw neu'n gweithio yn ei ardal neu sy'n ymwelwyr â'r ardal. Os ydych yn anfodlon â safon y gwasanaeth a gawsoch gan y cyngor hwn, neu'n anhapus ynghylch gweithred neu ddiffyg gweithredu gan y cyngor hwn, mae'r Weithdrefn Gwyno hon yn nodi sut y gallwch gwyno wrth y cyngor a sut y byddwn yn ceisio datrys eich cwyn.
2. Mae'r Weithdrefn Gwyno hon yn berthnasol i gwynion am weinyddiad a gweithdrefnau'r cyngor a gall gynnwys cwynion am sut mae gweithwyr y cyngor wedi delio â'ch pryderon.
3. Nid yw'r Weithdrefn Gwyno hon yn berthnasol i:
 - 3.1. Gwynion gan un o weithwyr y cyngor yn erbyn gweithiwr cyngor arall, neu rhwng un o weithwyr y cyngor a'r cyngor fel cyflogwr. Ymdrinnir â'r materion hyn o dan weithdrefnau disgyblu a chwyno'r cyngor.
 - 3.2. Cwynion yn erbyn cynghorwyr. Mae cwynion yn erbyn cynghorwyr yn dod o dan y Côd Ymddygiad ar gyfer Aelodau a fabwysiadwyd gan y Cyngor. Os bydd y Cyngor yn cael cwyn yn erbyn cynghorydd, bydd y gŵyn yn cael ei chyfeirio at Bwyllgor Safonau Cyngor Sir Ynys Môn. Mae modd cael rhagor o wybodaeth am y broses o ymdrin â chwynion yn erbyn cynghorwyr gan Swyddog Monitro Cyngor Sir Ynys Môn.
4. Yr amser priodol ar gyfer dylanwadu ar benderfyniadau'r Cyngor yw drwy fynegi eich pryderon cyn i'r Cyngor drafod mater a phleidleisio arno. Gallwch wneud hyn drwy ysgrifennu at y Cyngor cyn y cyfarfod lle caiff yr eitem ei thrafod. Os ydych yn anhapus gyda phenderfyniad y Cyngor, gallwch godi eich pryderon gyda'r Cyngor. Fodd bynnag, mae Rheolau Sefydlog yn atal y Cyngor rhag ailagor materion am chwe mis o ddyddiad y penderfyniad, oni bai bod sail eithriadol i gredu bod hyn yn angenrheidiol ac y dilynir y broses arbennig a nodir yn y Rheolau Sefydlog.
5. Gallwch gyflwyno eich cwyn am weithdrefnau neu weinyddiaeth y cyngor i'r Clerc. Gallwch wneud hyn yn bersonol, dros y ffôn, neu drwy ysgrifennu at y Clerc neu anfon e-bost ato. Mae'r cyfeiriadau a'r rhifau wedi'u nodi isod.
6. Lle bynnag y bo modd, bydd y Clerc yn ceisio datrys eich cwyn ar unwaith. Os nad yw hyn yn bosibl, bydd y Clerc, fel arfer, yn ceisio cydnabod eich cwyn o fewn pum niwrnod gwaith.
7. Os nad ydych yn dymuno rhoi gwybod i'r Clerc am eich cwyn, gallwch gwyno'n uniongyrchol wrth Gadeirydd (Maer) y Cyngor, fydd yn rhoi gwybod i'r Cyngor (fel y bo'n briodol) amdani.
8. Bydd Clerc y Cyngor yn ymchwilio i bob cwyn, gan gael rhagor o wybodaeth, yn ôl yr angen, gennyich chi a/neu gan staff neu aelodau'r Cyngor.
9. Bydd y Clerc neu Gadeirydd (Maer) y Cyngor yn eich hysbysu o fewn 20 diwrnod gwaith o ganlyniad eich cwyn a pha gamau (os o gwbl) y mae'r Cyngor yn bwriadu eu cymryd o ganlyniad i'ch cwyn. (Mewn achosion eithriadol, efallai y bydd angen ymestyn y cyfnod ugain diwrnod gwaith. Os felly, byddwch yn cael gwybod am hyn.)
10. Os ydych yn anfodlon â'r ymateb i'ch cwyn, gallwch ofyn i'ch cwyn gael ei chyfeirio at y Cyngor llawn (fel y bo'n briodol) ac (fel arfer o fewn wyth wythnos) cewch wybod drwy lythyr am ganlyniad yr adolygiad o'ch cwyn wreiddiol.

Cyswllt

Clerc Cyngor Tref Caergybi
Cyfeiriad: Neuadd y Dref
Stryd Newry Caergybi
LL65 1HN

Ffôn: 01407764608

E-bost: townclerk@holyheadcouncil.co.uk

HOLYHEAD TOWN COUNCIL
Complaints Procedure
Adopted on 07/10/2024

1. Holyhead Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - 3.2. Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Anglesey County Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Anglesey County Council.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman (Mayor) of the Council who will report your complaint to the Council (as appropriate).
8. The Clerk of the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman (Mayor) of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Holyhead Town Council
Address: Town Hall
Newry Street Holyhead
LL65 1HN

Telephone: 01407764608
Email: townclerk@holyheadcouncil.co.uk