



CUSTOMER COMPLAINTS & FEEDBACK FORM

(1st April 2010)

If you would like to comment on the quality of the service you have received or areas of improvement that we could address please refer to the following information to contact us:

**Brecon Beacons National Park Authority
Plas y Ffynnon
Cambrian Way
Brecon
Powys
LD3 7HP**

**Tel: 01874 624437
Fax: 01874 622574**

The Brecon Beacons National Park Authority is responsible for a wide range of functions from processing planning applications and securing grants for conservation, to wardening popular areas and running visitor centres. These services are used by both local residents and by visitors to this beautiful area.

We are committed to providing a high standard of service and I hope that you are happy with the service we provide. Please do not hesitate to let us know if you are not satisfied with any aspect of our service or if you have something good to tell us.

This leaflet describes how our Complaints Procedure works and tells you how to make a complaint and how to give feedback

John Cook,
Chief Executive

HOW TO COMPLAIN OR GIVE COMPLIMENTS

Please contact us by one of the following means:

- Telephone us on 01874 624437 and ask to speak to Marcia Zurian.
- Write to Marcia Zurian, at National Park Office, Plas y Ffynnon, Cambrian Way, Brecon, Powys, LD3 7HP
- Speak directly to reception staff at one of our visitor centres, or to an Area Manager in the Warden Service

Compliments are welcomed and much appreciated.

Complaints are taken very seriously; they are investigated by senior staff and are monitored by the Chief Executive.

WHAT HAPPENS NEXT IF YOU HAVE COMPLAINED?

Stage 1

Your complaint will be recorded by Marcia Zurian. An acknowledgement will be sent to you within 5 working days of receipt.

The matter will be referred to the Head of Department responsible for the area of work involved. The Head of Department will ensure that the matter is investigated and a full reply will be sent to you in 20 working days.

If this is not possible, we will let you know the reason why and tell you when you can expect to hear from us.

Whatever the issue, you can be assured that individual problems will be looked at but if you are not happy with the way we have dealt with your complaint, you may ask for it to be reviewed by the Chief Executive. This is Stage 2.

Stage 2

To ask for a review of your complaint by the Chief Executive you can simply telephone the National Park Office or write to the Chief Executive at the address on the front of this leaflet.

The Chief Executive will if appropriate, appoint an officer (who has not previously been involved with the case) to carry out an investigation. The outcome of the investigation will be reviewed by the Complaints Panel.

WHO WILL DEAL WITH MY COMPLAINT?

The senior officers responsible for the Complaints Procedure are:

Chief Executive	John Cook
Director of Countryside & Land Management	Julian Atkins
Director of Planning	Christopher Morgan

WHO ELSE CAN I COMPLAIN TO?

We hope that the investigation will provide you with an explanation that will satisfy you or lead to action that will put the matter right. If it does not and you are still dissatisfied you may wish to refer your complaint to the

Public Service Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed,
Bridgend.
CF35 5LJ





FFURFLEN CWYNION AC ADBORTH CWSMERIAID

(1af Ebrill 2010)

Os hoffech roi sylwadau ar ansawdd y gwasanaeth a dderbyniwyd gennych neu feysydd y dylem roi sylw iddynt, cysylltwch â ni yn y cyfeiriad isod:

**Awdurdod Parc Cenedlaethol Bannau
Brycheiniog
Plas y Ffynnon
Ffordd Cambrian
Aberhonddu
Powys
LD3 7HP**

**Ffôn. 01874 624437
Ffacs. 01874 622574**

Mae Parc Cenedlaethol Bannau Brycheiniog yn gyfrifol am amrywiaeth eang o swyddogaethau – o brosesu ceisiadau cynllunio a sicrhau grantiau cadwraeth, i wardeinio ardaloedd poblogaidd a rhedeg canolfannau ymwelwyr. Defnyddir y gwasanaethau hyn gan drigolion lleol ac ymwelwyr i'r ardal hardd hon.

Rydym wedi ymrwmo i ddarparu gwasanaeth o ansawdd uchel a gobeithiaf eich bod yn fodlon â'r gwasanaeth a ddarperir gennym. Mae croeso i chi gysylltu â ni os nad ydych yn fodlon ag unrhyw agwedd ar ein gwasanaeth neu os ydych am gynnig gair o glod.

Mae'r daflen hon yn egluro sut mae'r Drefn Gwyno yn gweithio ac yn dweud wrthy ch sut i gwyno a rhoi adborth.

John Cook,
Prif Weithredwr

SUT I GWYNO

Cysylltwch â ni gan ddefnyddio un o'r dulliau canlynol:

- Ffoniwch ni ar 01874 624437 a gofynnwch am gael siarad â Marcia Zurian
- ysgrifennwch at Marcia Zurian, yn Swyddfa'r Parc Cenedlaethol, Plas y Ffynnon, Ffordd Cambrian, Aberhonddu, Powys, LD3 7HP
- siaradwch yn uniongyrchol â staff y dderbynfa yn Swyddfa'r Parc Cenedlaethol yn Aberhonddu, staff un o'n canolfannau ymwelwyr, neu Reolwr Ardal yn y Gwasanaeth Wardeiniaid

Croeshawir canmoliaeth a gweithfawrogrir canmoliaeth

Ystyrir cwynion o ddifrif; fe'u harchwilir gan staff uwch a'u monitro gan y Prif Weithredwr

BETH SY'N DIGWYDD NESAF OS YDYCH WEDI CWYNO?

Cam 1

Cofnodir eich cwyn gan Marcia Zurian. Anfonir cydnabyddiaeth atoch cyn pen 5 diwrnod gwaith ar ôl ei derbyn.

Cyfeirir y mater at Bennaeth yr Adran sy'n gyfrifol am y maes gwaith dan sylw. Bydd y Pennaeth Adran yn sicrhau y bydd y mater yn cael ei archwilio a bydd ateb llawn yn cael ei anfon atoch ymhen 20 diwrnod gwaith.

Os na fydd hyn yn bosibl, fe ddywedwn wrthy ch pam a phryd gellwch ddisgwyl clywed gennym.

Beth bynnag yw'r broblem, gallwn eich sicrhau y rhoddir sylw i broblemau unigol ond os na fyddwch chi'n fodlon â'r ffordd yr ydym wedi delio â'ch cwyn gallwch ofyn am adolygiad gan y Prif Weithredwr. Dyma Gam 2.

Cam 2

Er mwyn gofyn i'r Prif Weithredwr adolygu eich cwyn gallwch ffonio Swyddfa'r Parc Cenedlaethol neu ysgrifennu at y Prif Weithredwr yn y cyfeiriad ar flaen y daflen hon.

Fe fydd yn archwilio'r gwyn ac os yn briodol yn penodi swyddog (nad yw eisoes wedi bod yn gysylltiedig â'r achos) i gynnal ymchwiliad. Os yn anafodlon â Cham 2 gallwch ofyn am i'ch cwyn gael ei adolygu gan y Panel Cwynion.

PWY FYDD YN DELIO Â'M CWYN?

Yr uwch swyddogion sy'n gyfrifol am Weithdrefn Gwyno yw:

Prif Weithredwr	John Cook
Cyfarwyddwr Cefngwlad a Rheolaeth Tir	Julian Atkins
Cyfarwyddwr Cynllunio	Christopher Morgan

I BWY ARALL ALLA I GWYNO?

Gobeithio y bydd yr ymchwiliad y rhoi eglurhad digonol i chi neu yn arwain at gamau gweithredu fydd yn unioni'r mater. Os na fydd, a'ch bod yn dal yn anafodlon efallai y dymunwch gyfeirio'ch cwyn at yr:

Ombwdsmon Gwasanathau Cyhoeddus Cymru
I Ffordd yr Hen Gae
Pencoed,
Penybont ar Ogwr.
CF35 5LJ

