

April / Ebrill 2016 – March / Mawrth 2017

	April - July Ebrill - Gorffennaf	August - November Awst - Tachwedd	December - March Rhagfyr - Mawrth	Year Total Cyfanswm y Flwyddyn	
Complaints	7	5	5	17	Cwynion
Compliments	28	25	21	74	Canmoliaeth
Grievances	17	27	4	48	Anfodlonrwydd
Observations	5	5	2	12	Sylwadau
Total	57	62	32	151	Cyfanswm

A grievance is defined as an expression of dissatisfaction relating to a management decision or something that is out of our control.

There were 5 complaints. 1 complaint related to the poor standard of an accommodation room. There is a programme of refurbishment in place and 14 rooms have been completed to date with another 8 due this year. Another complaint related to facilities not being ready for their bookings and staff have been reminded to ensure that the booking requirements are met. 1 complaint related poor customer service by a member of staff who was spoken to and reminded of the standards expected. Another complaint related to a cancellation of a fitness class which was cancelled due to instructor illness and we were unable to provide cover for the class at short notice. The final complaint related to a number of errors in Welsh on the welcome screen in reception and staff have been reminded to use our designated Welsh translator for all translations.

21 compliments were received concerning various aspects of the service. Examples included:

- "The venue, setup and technical expertise was truly world class" – British Shooting.
- "Staff have been extremely supportive" – Welsh Football Trust.
- "Catering was fabulous" – Barnardos.

All have been passed to the relevant staff members.

There were 4 grievances. The first related to the premium Wi-Fi where the customer tried to use 1 log in on 2 devices and access is only available from the original device the service was purchased from as explained in the terms and conditions. The second related to the length of closure over the Christmas period and a review has taken place to allow increased member access for 2017. Another related to a last-minute cancellation of the tennis courts due to dangerous playing conditions caused by the cold weather. After trying to contact the customer we were unable to inform them before their arrival and a full refund was given. The final related to a cancelled legs, bums & tums class that was being advertised online. The cancellation was indicated beneath the timetable so may have been missed.

There were 2 observations. The first related to no parking available while using the centre however multiple disabled spaces free. Unfortunately the centre does have limited parking and a suitable number of disabled bays are set aside specifically for those who can most benefit from them. The final comment related to having morning weekend spin and tabata classes. The new morning and lunchtime classes are under review and if the demand is there then this will be considered.

100% of complaints were acknowledged within 2 working days and 100% replied to within the 10 working days specified in the Customer Service Charter.

Anfodlonrwydd – mae'n cael ei ddiffinio fel mynegi anfodlonrwydd ynghylch penderfyniad am bolisi neu fater rheoli.

Cafwyd 5 cwyn. Roedd 1 gŵyn yn ymwneud â safon isel ystafell yn y llety. Mae rhaglen o adnewyddu ar waith ac mae 14 ystafell wedi cael eu cwblhau hyd yma, gydag 8 arall i gael eu cwblhau eleni. Roedd cwyn arall yn ymwneud â chyfleusterau ddim yn barod ar gyfer eu harchebion ac mae'r staff wedi cael eu hatgoffa i sicrhau bod y gofynion archebu'n cael eu bodloni. Roedd 1 gŵyn yn ymwneud â gwasanaeth gwael i gwsmer gan aelod o staff. Siaradwyd gyda'r aelod hwnnw a'i atgoffa o'r safonau disgwylidig. Roedd cwyn arall yn ymwneud â chanslo dosbarth ffitrwydd, a gafodd ei ganslo am fod yr hyfforddwr yn sâl ac nid oedd posib darparu hyfforddwr yn ei le ar fyr rybudd. Roedd y gŵyn derfynol yn ymwneud â nifer o gamgymeriadau yn y Gymraeg ar y sgrin groeso yn y dderbynfa ac mae'r staff wedi cael eu hatgoffa i ddefnyddio ein cyfieithydd Cymraeg swyddogol ar gyfer pob cyfieithiad.

Cafwyd 21 o sylwadau canmoliaethus am agweddau amrywiol ar y gwasanaeth. Roedd yr esiamplau'n cynnwys y canlynol:

- "Roedd y lleoliad, y paratodau a'r arbenigedd technegol o safon byd" – Saethu Prydain.
- "Mae'r staff wedi bod yn eithriadol gefnogol" – Ymddiriedolaeth Bêl Droed Cymru.
- "Roedd yr arlwy'n wych" – Barnardos.

Mae'r rhain i gyd wedi cael eu hanfon ymlaen at yr aelodau perthnasol o staff.

Roedd 4 anfodlonrwydd. Roedd y cyntaf yn ymwneud â'r Wi-Fi Premiwm gyda'r cwsmer wedi ceisio mewngofnodi gydag 1 cyfleuster mewngofnodi ar 2 ddyfais ond dim ond o'r ddyfais wreiddiol y prynwyd y gwasanaeth ohono mae mynediad ar gael, fel sy'n cael ei esbonio yn y telerau a'r amodau. Roedd yr ail yn ymwneud â hyd y cyfnod cau dros y Nadolig ac mae adolygiad wedi cael ei gynnal i ganiatáu mwy o fynediad yn 2017. Roedd un arall yn ymwneud â chanslo'r cyrtiau tennis ar y funud olaf oherwydd amodau chwarae peryglus oherwydd tywydd oer. Ar ôl ceisio cysylltu â'r cwsmer, nid oedd posib i ni roi gwybod iddo cyn iddo gyrraedd a rhoddwyd ad-daliad llawn. Roedd yr olaf yn ymwneud â chanslo dosbarth coesau, penolau a boliau oedd yn cael ei hysbysebu ar-lein. Roedd y canslo wedi'i nodi o dan yr amserlen ac felly nid oedd wedi'i weld o bosib.

Cafwyd 2 sylw. Roedd y cyntaf yn ymwneud â diffyg lle parcio wrth ddefnyddio'r ganolfan ond bod llawer o lefydd parcio i bobl anabl yn wag. Gwaetha'r modd mae prinder lle parcio yn y ganolfan ac mae nifer penodol o faeau i bobl anabl yn cael eu neilltuo'n benodol ar gyfer y rhai fydd yn elwa fwyaf ohonynt. Roedd y sylw terfynol yn ymwneud â dosbarthiadau sbin a tabata yn y bore. Mae'r dosbarthiadau bore ac amser cinio newydd yn cael eu hadolygu ac, os bydd digon o alw, bydd hyn yn cael ei ystyried.

Cafodd 100% o'r cwynion eu cydnabod o fewn 2 ddiwrnod gwaith a chafodd 100% ymateb o fewn y 10 diwrnod gwaith sydd wedi'i nodi yn y Siarter Gwasanaethau Cwsmeriaid.