

April / Ebrill 2017 – March / Mawrth 2018

	April - July Ebrill - Gorffennaf	August - November Awst - Tachwedd	December - March Rhagfyr - Mawrth	Year Total Cyfanswm y Flwyddyn	
Complaints	6	9		15	Cwynion
Compliments	22	19		41	Canmoliaeth
Grievances	10	5		15	Anfodlonrwydd
Observations	7	1		8	Sylwadau
Total	45	34		79	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 9 complaints with 2 relating to the video conferencing not connecting correctly – due to these and previous comments a new supplier is being considered. 2 comments were received about stackable platform boxes that were broken in the free-weights gym – 2 out of 16 were broken however these were replaced. 1 complaint related to insufficient crockery provided for a lunch - the catering team were reminded of the importance of setting up correctly. 1 complaint related to a fitness instructors’ style within a fitness class - the class was reviewed and the instructor changed. 2 complaints concerned the potentially hazardous conditions on the tennis courts as well as the football goals not being stored away correctly - the jet wash cleaning of the area was brought forward and will be done more frequently in future and staff have been reminded of the importance of setting bookings up correctly. The final complaint received was a trip advisor comment regarding cleanliness around the centre - comments like these are unusual however staff and the cleaning contractors were made aware and reminded of the standard expected.

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

- “Receptionists did a fantastic job” – Welsh National Open, Cardiff Academy of Fencing
- “Fantastic help and co-operation” – Examinations, Cardiff University.
- Thanks for your amazing team – all went above and beyond and always with a smile – European Hockey Championships, Hockey Wales

All have been passed to the relevant staff members.

There were 5 grievances. 2 comments were received after a football booking could no longer be accepted on the Astroturf due to an increase in hockey bookings - after initially only being able to offer another shorter time slot the full football requirement is now available on an alternative evening due to a cancellation. 1 grievance related to a meeting room booking that were unhappy with the amount of tea and coffee served, however the amount ordered was provided. Another comment related to a booking requirement that couldn’t be met - the wooden base for the rhythmic floor was requested at short notice and due to staffing levels and limited preparation time the base was unable to be set out. The final comment related to limited parking spaces whilst the International Cricket Council tournament and Twenty20 took place at the Swalec Stadium - major matches could not take place without the use of some of our parking facilities and whilst not ideal alternative parking was made available and advance notification given to Centre users.

The only observation was regarding the potential of having a weekend spin class after the success of the other morning classes - a Saturday morning class starting at 09:30am will be introduced in January 2018.

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.

Roedd 9 cwyn gyda 2 yn ymwneud â chynadleddau fideo ddim yn cysylltu’n gywir – oherwydd y sylwadau hyn a’r sylwadau blaenorol mae cyflenwr newydd yn cael ei ystyried. Derbyniwyd 2 sylw am focsyst llwyfan sy’n stacio a dorwyd yn y gampfa pwysau rhydd – roedd 2 allan o 16 wedi torri ond cafodd y rhain eu newid. Roedd 1 gŵyn yn ymwneud â dim digon o lestri ar gyfer cinio – cafodd y tîm arlwygo ei atgoffa o bwysigrwydd paratoi’n gywir. Roedd 1 gŵyn yn ymwneud â steil hyfforddwr ffitrwydd mewn dosbarth ffitrwydd – adolygwyd y dosbarth a newidiwyd yr hyfforddwr. Roedd 2 gŵyn yn ymwneud â’r amodau peryglus posib ar y cwrt tennis a hefyd peidio â chadw’r goliau pêl droed yn gywir – glanhawyd yr ardal yn gynt nag a drefnwyd gyda pheiriant golchi jet a bydd hyn yn cael ei wneud yn amlach yn y dyfodol. Atgoffwyd y staff o bwysigrwydd sefydlu archebion yn gywir. Y gŵyn derfynol a dderbyniwyd oedd sylw ar trip advisor am lendid y ganolfan – mae sylwadau fel hyn yn anarferol ond tynnwyd sylw’r staff a’r contractwyr glanhau at hyn a chawsant eu hatgoffa o’r safonau a ddisgwylir.

Derbyniwyd 19 canmoliaeth yn ymwneud ag agweddau amrywiol ar y gwasanaeth. Roedd yr esiamplau’n cynnwys y canlynol:

- “Y derbynnydd wedi gwneud gwaith rhagorol” – Cystadleuaeth Genedlaethol Cymru, Academi Ffensio Caerdydd
- “Help a chydweithrediad rhagorol” – Arholiadau, Prifysgol Caerdydd.
- Diolch i’ch tîm anhygoel chi – pawb yn mynd yr ail filltir ac yn gwenu bob amser – Pencampwriaethau Hoci Ewrop, Hoci Cymru Maent i gyd wedi cael eu hanfon ymlaen at yr aelodau perthnasol o staff.

Mynegwyd 5 anfodlonrwydd. Derbyniwyd 2 sylw am nad oedd modd derbyn archeb pêl droed mwyach ar yr Astroturf oherwydd y cynnydd yn yr archebion hoci – ar ôl dim ond gallu cynnig slot amser byrrach arall i ddechrau, mae’r gofyniad pêl droed llawn ar gael yn awr ar noson arall ar ôl i sesiwn gael ei ganslo. Roedd 1 anfodlonrwydd yn ymwneud ag archeb am ystafell gyfarfod oherwydd anfodlonrwydd â faint o de a choffi a weiniwyd. Fodd bynnag, roedd faint a archebwyd wedi cael ei ddarparu. Roedd sylw arall yn ymwneud â gofyniad archeb na ellid ei fodloni – gofynnwyd am sylfaen bren ar gyfer y llawr rhythmig ar fyr rybudd ac, oherwydd lefelau staffio ac amser paratoi cyfyngedig, nid oedd posib gosod y sylfaen yn ei lle. Roedd y sylw terfynol yn ymwneud â phrinder lle parcio tra oedd twrnaint y Cyngor Criced Rhyngwladol a Twenty20 yn cael eu cynnal yn Stadiwm Swalec – ni ellid cynnal gemau mawr yn y lleoliad yma heb ddefnyddio rhai o’n cyfleusterau parcio ni ac er nad yw’n ddelfrydol, roedd lle parcio arall ar gael a rhoddwyd rhybudd ymlaen llaw i ddefnyddwyr y Ganolfan.

Yr unig sylw a wnaed oedd mewn perthynas â’r posibilrwydd o gael dosbarth sbin ar y penwythnos ar ôl llwyddiant y dosbarthiadau bore eraill – bydd dosbarth bore Sadwrn yn dechrau am 09:30am yn cael ei gyflwyno ym mis Ionawr 2018.

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.