

April / Ebrill 2018 – March / Mawrth 2019

	April - July Ebrill - Gorffennaf	August - November Awst - Tachwedd	December - March Rhagfyr - Mawrth	Year Total Cyfanswm y Flwyddyn	
Complaints	11	9		20	Cwynion
Compliments	40	49		89	Canmoliaeth
Grievances	10	3		123	Anfodlonrwydd
Observations	5	18		23	Sylwadau
Total	66	79		145	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 in the period. 3 comments related to the cleanliness of the accommodation rooms, staff were reminded of the standard expected. 2 complaints related to some items being unavailable during lunch time in the Cafe – to avoid high amounts of waste, hot food is constantly refilled throughout service however a busier period than anticipated resulted in items being unavailable. Another 2 comments related to the experience received during a meeting room booking. Tea and coffee were left from the meeting before and skype had not been set-up correctly. Staff have been reminded of expected standard. The final 2 comments related to the cleanliness of the Cardio gym and changing rooms. A cleaning spray has been provided in both gyms and staff have been reminded of the expected cleaning standard.

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

- “Fab facility, excellent staff and loved the free chilled water” – Scottish Basketball.
- “Staff were really helpful” – Social Care Wales.
- “Staff did you proud” – Table Tennis Wales Championship.

All have been passed to the relevant staff members.

There were 3 grievances. 1 comment related to the time period between booking the facility and receiving confirmation. This is due to the high amount of booking requests that are received and the process that is taken to prioritise different events so all bookings can try to be accommodated. Another grievance related to the change in fitness class timetable – classes are constantly reviewed to keep the timetable as appealing as possible to members. The final grievance related to a booking that were unhappy with the amount of tea and coffee served, however the amount ordered was provided.

There were 18 observations. 2 were regarding the need of large red mat in the Cardio gym. After the carpet was replaced, the mat was removed but has now been re-covered and placed back in the gym. Another 2 comments related to getting an additional piece of equipment in the free-weight’s gym – if funds become available the item will be purchased. 1 comment related to having sanitizer spray in the gym - this has been provided. 3 comments related to the fitness class programme and the possibility of a longer Boxercise class and an evening spin class – unfortunately there isn’t the availability in the current programme to have an evening spin class or longer a boxercise class. Another observation was regarding the poor phone signal in some areas of the building. Some network providers do have limited service in the centre however free Wi-Fi is available throughout. 1 observation was about the timing that the air-conditioning in the Cardio gym was on for – the frequency has been increased. 1 comment received was regarding reception staff and the unhelpful nature on the day – an unusual comment however all staff have been reminded of the standard expected. Another comment related to the use of smart phones in the changing rooms – signage will be put up highlighting that no photography is allowed. 1 observation was regarding the breakfast selection after 9am – now the café is open from 8am it took a couple of weeks to figure out how much food to offer on a morning to help limit waste. 1 observation related to the size of the accommodation doors for wheelchair access, the doors are DDA compliant however an electric chair is slightly wider than a standard wheelchair. Another observation concerned technical issues within a meeting room however it was identified it was the internet connection off-site that was the issue. 1 comment was regarding the £15 charge to park while an International Rugby event was on in Cardiff – this price is set by Cardiff council for the pay and display car park. The final 2 comments related to a treadmill that wasn’t working correctly and weights being left out over-night. The issue on the treadmill was fixed by an engineer and staff have been reminded to clear away weights each evening before the centre closes.

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 yn ystod y cyfnod. Roedd 3 sylw’n ymwneud â glendid yr ystafelloedd aros a chafodd y staff eu hatgoffa o’r safon a ddisgwylir. Roedd 2 gŵyn yn ymwneud â rhai eitemau ddim ar gael yn ystod amser cinio yn y Caffi – i osgoi llawer iawn o wastraff, mae’r bwyd poeth yn cael ei ail-lenwi’n gyson yn ystod y cyfnod gweini, ond oherwydd bod cyfnodau wedi bod yn brysurach na’r disgwyl, arweiniodd hyn at eitemau ddim ar gael. Roedd 2 sylw arall yn ymwneud â’r profiad a gafwyd fel rhan o archeb am ystafell gyfarfod. Roedd te a choffi wedi’u gadael o gyfarfod blaenorol ac nid oedd y skype wedi’i sefydlu’n gywir. Mae’r staff wedi cael eu hatgoffa o’r safon a ddisgwylir. Roedd y 2 sylw olaf yn ymwneud â glendid y gampfa Cardio a’r ystafelloedd newid. Mae chwistrell glanhau wedi cael ei ddarparu yn y ddwy gampfa ac mae’r staff wedi cael eu hatgoffa o’r safon glendid a ddisgwylir.

Derbyniwyd 49 sylw yn canmol am agweddau amrywiol ar y gwasanaeth. Dyma rai esiamplau:

- “Cyfleuster gwyh, staff rhagorol ac wrth ein bodd gyda’r dŵr oer am ddim” – Pêl Fasged yr Alban.
- “Roedd y staff yn barod iawn i helpu” – Gofal Cymdeithasol Cymru.
- “Dylech fod yn falch iawn o’ch staff” – Pencampwriaethau Tennis Bwrdd Cymru.

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

Mynegwyd 3 anfodlonrwydd. Roedd 1 sylw’n ymwneud â’r cyfnod o amser rhwng archebu’r cyfleuster a derbyn cadarnhad. Y rheswm am hyn yw oherwydd y nifer fawr o geisiadau archebu sy’n cael eu derbyn a’r broses a weithredir i flaenoriaethu gwahanol ddigwyddiadau fel bod posib ceisio bodloni pob archeb. Roedd anfodlonrwydd arall yn ymwneud â newid i amserlen y dosbarthiadau ffitrwydd – mae’r dosbarthiadau’n cael eu hadolygu’n gyson i sicrhau bod yr amserlen mor apelgar â phosib i’r aelodau. Roedd yr anfodlonrwydd olaf yn ymwneud ag archeb – roedd yr unigolyn yn anhapus gyda faint o de a choffi a weiniwyd. Fodd bynnag, cafodd faint a archebwyd ei ddarparu.

Cafwyd 18 sylw. Roedd 2 ynghylch yr angen am fat coch mawr yn y gampfa Cardio. Ar ôl newid y carped, cafodd y mat ei symud oddi yno ond mae wedi cael ei ailorchuddio yn awr a’i roi’n ôl yn y gampfa. Roedd 2 sylw arall yn ymwneud â chael darn ychwanegol o offer yn y gampfa pwysau rhydd – os bydd arian ar gael, bydd yr eitem yn cael ei phrynu. Roedd 1 sylw’n ymwneud â chael chwistrell hylendid yn y gampfa – mae wedi’i ddarparu. Roedd 3 sylw’n ymwneud â rhaglen y dosbarthiadau ffitrwydd a’r posiblwydd o ddsbarth Bocsarfer hirach a dosbarth sbin gyda’r nos – yn anffodus does dim argaeledd fel rhan o’r rhaglen bresennol i gynnal dosbarth sbin gyda’r nos na dosbarth Bocsarfer hirach. Roedd sylw arall ynghylch y signal ffôn gwael mewn rhai rhannau o’r adeilad. Mae gan rai darparwyr rhwydwaith wasanaeth cyfyngedig yn y ganolfan ond mae Wi-Fi am ddim ar gael ym mhob man. Roedd 1 sylw am amseriad y system awyru yn y gampfa Cardio – rydym wedi cynyddu’r ddarpariaeth. Roedd 1 sylw a dderbyniwyd ynghylch staff y dderbynfa a’r ffaith eu bod yn amharod i helpu ar y diwrnod – sylw anarferol ond rydym wedi atgoffa’r staff i gyd o’r safon a ddisgwylir. Roedd sylw arall yn ymwneud â defnyddio ffonau clyfar yn yr ystafelloedd newid – bydd arwyddion yn cael eu gosod yn eu lle yn tynnu sylw at y ffaith na chaniateir unrhyw ffotograffiaeth yno. Roedd 1 sylw ynghylch y dewis o frecwast ar ôl 9am – nawr bod y caffi ar agor o 8am ymlaen, fe gymerodd ychydig o wythnosau i weld faint o fwyd i’w gynnig bob bore er mwyn helpu i leihau unrhyw wastraff. Roedd 1 sylw’n ymwneud â maint drysau’r llety ar gyfer mynediad i gadeiriau olwyn – mae’r drysau’n cydymffurfio â’r Ddeddf Gwahaniaethu ar Sail Anabledd ond mae cadair drydan ychydig yn lletach na chadair olwyn safonol. Roedd sylw arall yn ymwneud â phroblemau technegol mewn ystafell gyfarfod ond canfuwyd mai’r cyswllt â’r Rhyngwyd oddi ar y safle oedd y broblem. Roedd 1 sylw ynghylch y ffi o £15 i barcio tra oedd digwyddiad Rygbi Rhyngwladol yn cael ei gynnal yng Nghaerdydd – mae’r pris hwn yn cael ei bennu gan Gyngor Dinas Caerdydd ar gyfer y maes parcio talu ac arddangos. Roedd y 2 sylw olaf yn ymwneud â melin gerdded oedd ddim yn gweithio’n gywir a’r pwysau’n cael eu gadael allan dros nos. Cafodd y broblem gyda’r felin gerdded ei thrwsio gan beiriannydd ac mae’r staff wedi cael eu hatgoffa i glirio unrhyw bwysau bob nos, cyn i’r ganolfan gau.

Cafodd 100% o’r cwynion eu cydnabod o fewn 2 ddiwrnod gwaith ac ymatebwyd i 100% ohonynt o fewn y 10 diwrnod gwaith sy’n cael ei nodi yn y Siarter Gwasanaethau Cwsmeriaid.